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# Rapido 2024 Release Notes

## Search for what you need

Search: Release:

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## Main Features

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### Setting Lending Request Limits

#### December 2024 Rapido



#### CERV Enhancement (ID #2023)

There are occasions where a lender receives multiple requests for the same book or journal issue from the same borrower in a short period of time, each request for a different chapter or article. Lenders can now configure how many requests to allow from a single borrower within a specified number of hours.

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#### Note

These configuration settings are set in RapidILL.

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When the **Lending Request Limits** checkbox is checked, and the **Number of Requests** and **Length of Time (in hours)** are populated, borrows will be limited in the amount of requests for book chapters or articles they can place in the specified period.

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#### Note

When configured, requests from the same borrower are limited, and additional requests move to another lender. If there are no additional lenders, the request is rejected by RapidILL partner.

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**Copyright Settings**

Copyright Statement  
This statement will appear on the coverage of all lent documents. Please write in English. If your ILL provides it's own cover page, this is not applicable.  
This material may be protected by copyright law (Title 17 U.S. Code)

**Lending Request Limits**  
These settings limit the number of requests received for a specific title from a specific borrower, for a specified length of time  
Number of Requests:  Length of Time (in hours):

**Watermark**  
The watermark will be seen behind the text on all pages of all borrowed documents.

**Footer**  
The footer will appear on the bottom of all pages of all borrowed documents.

Add request ID to footer

**Convert to Image PDF**  
Convert all borrowed documents to Image PDF. WARNING: This may degrade the resolution of the document. Do not use unless required by law.

## Lending Request Limits

For more information, see [Setting Lending Request Limits](#).

# Create an Invoice for Lost/Damaged Items

## November 2024 Rapido

This feature enables lending institutions to send invoices directly to borrowers for lost or damaged items. When the request includes a **Shipping date**, and the **Lost/Damaged item fee** is populated in the right pane of a request, and the **Lost/Damage Invoice Printed** value is **No**, the **Send Invoice Lost/Damaged Invoice** action is available.

**Lending Requests (1 - 20 of 37)**

1  **Library Journal**  
The YLLIS Institute of Library and Information Science  
Lost and fee communicated  
Requested: Article (Digital)  
Created: 06/09/2014 10:23  
External identifier: YLLIS  
Physical  
Alerts (2)

2  **Literature and bibliometrics / by Korrick, York**  
The YLLIS Institute of Library and Information Science  
Shipped Digitally  
Requested: Book (Physical)  
Created: 06/09/2014 10:43  
External identifier: YLLIS  
Physical  
Assigned to: Ex Libris BLOCKED - Not I...  
Alerts (2)

3  **Crustaceans**  
National Technical University  
Created lending request  
Requested: Article (Physical)  
Created: 06/12/2014 11:38  
External identifier: 150  
Physical  
Electronic  
Assigned to: Super User  
Alerts (2)

4  **Die Gestaltung Augustins, Bischofs von Hippo : Analyse seines geistigen Schaffens auf Grund seiner erotischen Struktur / by Achelis, Werner**  
National Technical University  
Created lending request  
Requested: Book (Physical)  
Created: 09/04/2014 16:27  
External identifier: 115  
Physical  
Assigned to: Jesse Ransom

5  **Management / by Robbins, Stephen P.**  
Alpha ILL Partner  
Created lending request  
Requested: Book (Physical)  
Created: 09/05/2014 08:37  
External identifier: R01234  
Physical  
Assigned to: anyuser

Right Pane Details:  
Shipping date: 06/10/2014 14:11  
Request reported: Yes  
Request attributes  
Holdings (1)  
Notes  
Alerts  
Request costs  
Invoice Printed: No  
Invoice Paid: No  
Shipping cost: 2.00 USD  
Base Fee: 0.00 USD  
Copyright Fee: 0.00 USD  
Overdue Max Cost: No  
Lost/Damaged Invoice Printed: No  
Lost/Damaged Invoice Number: 35  
Lost/Damaged Item Fee: 35.00 USD  
Service Level Fee: 0.00 USD

## Send Invoice Lost/Damaged Invoice action

Lost/damaged invoices can also be sent in bulk by selecting multiple requests and selecting the Lending Request **Send Lost/Damaged Invoice** action.

**Lending Requests (1 - 20 of 37)**

1 row selected Clear Selection

1  **Library Journal**  
The YLLIS Institute of Library and Information Science  
Lost and fee communicated  
Requested: Article (Digital)  
Created: 06/09/2014 10:23  
External identifier: YLLIS  
Physical  
Alerts (2)

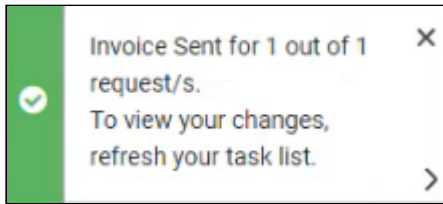
Right Pane Details:  
Shipping date: 06/10/2014 14:11  
Request reported: Yes

## Send Lost/Damaged Invoices in bulk action

A message is displayed indicating which invoices were sent.

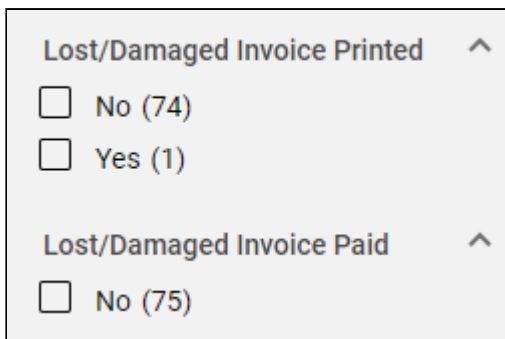
Successful invoices are invoices that were sent successfully. Failed invoices are invoices to partners without a Shipping

date or if the Lost/Damaged Invoice Letter is disabled. Skipped invoices are for requests that are not relevant because there are no charges for those requests since the **Lost/Damaged item fee** field is null, or an invoice was already sent (**Lost/Damaged Invoice Printed** value is Yes).



#### Confirmation message

Requests can also be faceted by **Lost/Damaged Invoice Printed** and **Lost/Damaged Invoice Paid**.



#### Lost/Damaged Invoice facets

When the Partners Lost/Damaged Invoice Letter is **enabled** (default **disabled**) ([Configuration > General > Letters > Letters Configuration](#)), selecting the **Send Invoice Lost/Damaged Invoice** action emails the letter to relevant partners.

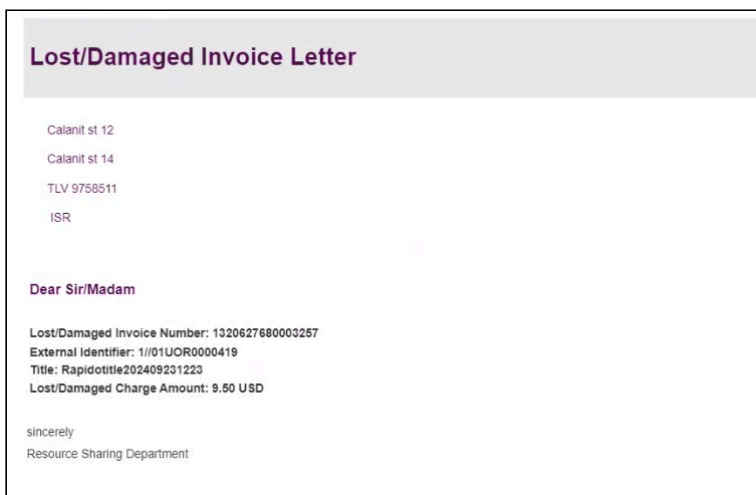
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#### Note

If a **Payment address** email is configured for the partner, the letter is emailed to the **Payment address**. If a **Payment address** email is not configured, and the **Preferred address** is configured for the partner, the letter is emailed to the **Preferred address**.

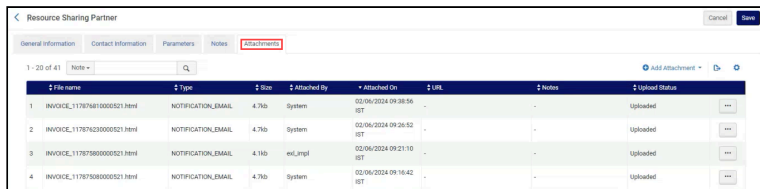
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The letter contains the invoice number, request identifier, and the lost/damaged charge for the request.



## Lost/Damaged Invoice Letter

Invoices are also viewable on the Resource Sharing Partner **Attachments** tab ([Fulfillment > Resource Sharing > Partners](#)).



File name	Type	Size	Attached by	Attached On	URL	Notes	Upload Status
INVOICE_117878080000021.HHf	NOTIFICATION_EMAIL	4.7kb	System	02/06/2024 09:28:54 EST	-	-	Uploaded
INVOICE_117878080000021.HHf	NOTIFICATION_EMAIL	4.7kb	System	02/06/2024 09:28:52 EST	-	-	Uploaded
INVOICE_117878080000021.HHf	NOTIFICATION_EMAIL	4.1kb	exl_rplf	02/06/2024 09:21:10 EST	-	-	Uploaded
INVOICE_117878080000021.HHf	NOTIFICATION_EMAIL	4.7kb	System	02/06/2024 09:16:42 EST	-	-	Uploaded


## Attachments tab

The invoice information is displayed in the right pane **Request costs**.

The **Lost/Damaged Invoice Printed** field represents if the Partners Lost/Damaged Letter was sent, values Yes or No.

The **Lost/Damaged Invoice Sent Date** field is the date the letter is sent.

The **Lost/Damage Invoice Number** is the invoice number for the library's reference. This field is auto-populated by Rapido and is editable.



Invoice Printed: No
Invoice Paid: No
Shipping cost: 2.00 USD
Base Fee: 0.00 USD
Copyright Fee: 0.00 USD
Override Max Cost: No
Lost/Damaged Invoice Printed: Yes
Lost/Damaged Invoice Sent Date: 09/26/2024
Lost/Damaged Invoice Number: 35
Lost/Damaged Invoice Paid: No
Lost/Damaged item fee: 35.00 USD
Service Level Fee: 0.00 USD
Page Overage Fee: 0.00 USD

## Request costs

Additionally, the fields `<lost_damaged_invoice_ind>`, `<lost_damaged_invoice_sent_date>`, and `<lost_damaged_invoice_number>` have been added to the API lending request.

For more information, see [Sending Lost/Damaged Invoices](#).

## ILLiad API Pickup Location

### November 2024 Fulfillment and Resource Sharing

The ILLiad API integration now includes the `pickuplocationid` and `pickuplocationname` which are populated by the `ShippingOptions` field.

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## Note

The `pickuplocationname` is limited to 50 characters.

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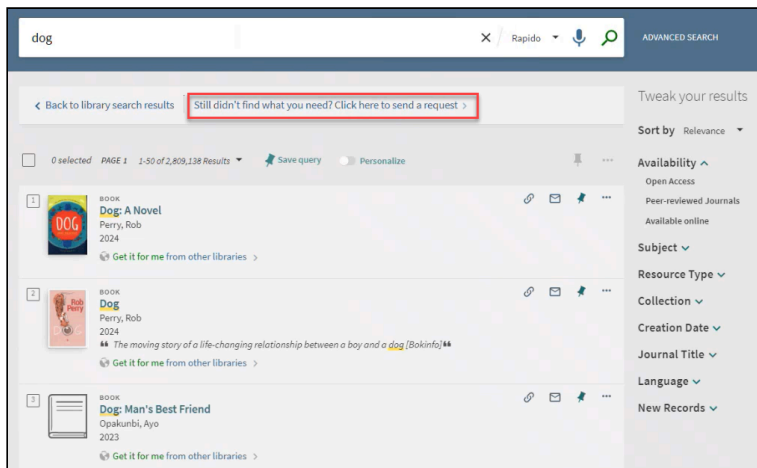
To enable this feature, contact [support](#).

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## Hide Resource Sharing Blank Form Link

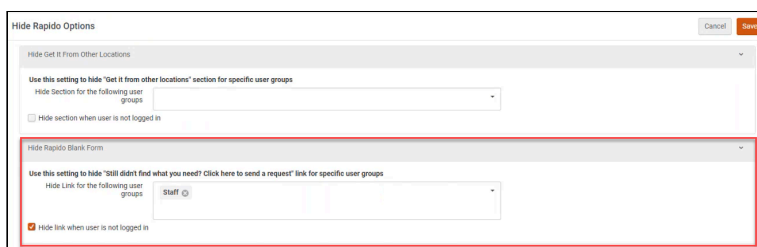
November 2024 Rapido

It is now possible to hide the link to the blank resource sharing form.



### Blank form link

When the checkbox **Hide link when user is not logged in** in ([Configuration > Resource Sharing > Request Forms > Hide Rapido Options](#)) is checked, the link to the blank resource sharing form is not visible. Additionally, this setting can be limited by user group by selecting the relevant user group from the **Hide Link for the following user groups** dropdown list.



### Hide Rapido Blank Form settings

For more information, see [Hiding Resource Sharing Blank Form Link](#).

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## Document Delivery Rules for Automatic Emails

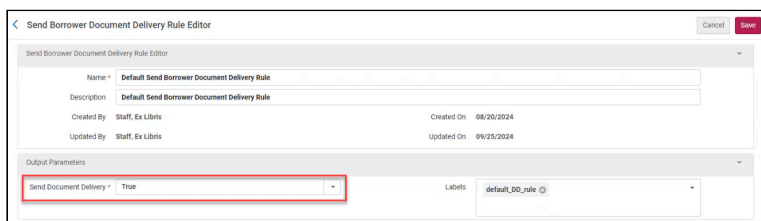
November 2024 Fulfillment and Resource Sharing

Libraries can choose to have digitally delivered requests automatically notify users once the requested material is made

available by the lender's shipping action. Additionally, there are scenarios or preferences for libraries to enable borrowing staff to mediate the delivered documents prior to delivery to end users. Previously, this mediation was determined by the setting of the parameter **borrower\_document\_delivery\_send\_automatically** ([Configuration > Fulfillment > General > Other Settings](#)). The parameter setting is applied to all users. This functionality is now controlled by document delivery rules ([Configuration > Resource Sharing > Rapido Rules > Send Borrower Document Delivery Rules](#)). The **Output Parameters** for the default document delivery rule is **True** by default. When set to **True**, documents are delivered automatically. When set to **False**, emails are not forwarded automatically, and this action must be manually performed by staff. With the document delivery rules, the available rules parameters are **Partner**, **User Group**, or **User Statistical Category**. Document delivery mediation rules can apply labels to the requests.

## Note

Parameter settings for **borrower\_document\_delivery\_send\_automatically** will automatically be applied to the document delivery settings.

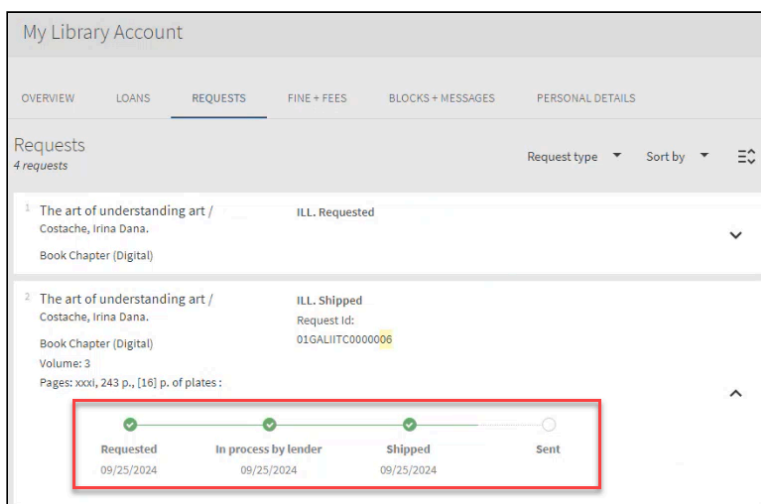


## Default Document Delivery Settings

## Note

This functionality does not apply to URLs sent from a lending request. When a lender fills a request using a URL link, the URL is either sent directly to the patron or directly to the library based on the institution's borrowing configurations.

When a request is stopped for mediation, the patron now sees the request stopped at the **Shipped** point rather than at the **Sent** point.



## Patron timeline

For more information, see [Document Delivery Rules for Automatic Emails](#).

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## Override Local Holding Setting

September 2024 Rapido



### Idea Exchange

RapidILL checks for self ownership, and requests identified as owned receive the local holding status. When the checkbox **Ignore Local Holding** (**Fulfillment > Resource Sharing > Partners > Parameters tab**) is checked, libraries skip this self ownership check by RapidILL.

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#### Note

This configuration may be of particular interest to libraries using Rapido mediation rules that support staff workflows around local holdings. This includes mediation rules (**Configuration > Resource Sharing > Rapido Rules > Borrowing Mediation Rules**) with **Self Ownership** or **Self Owned And Available** with the operator values set to `true`. Mediation rules with either of these parameters support library workflows that enable libraries to fill these requests before they are sent to the RapidILL network. If staff decisions are to allow for fulfillment by their partners, these requests would then be sent to the RapidILL network. The requests can be stopped by RapidILL again and assigned the status of **Local holding**. Currently, staff then need to use the **Override local holding** action for the request to actually route to other partners. The **Ignore Local Holding** setting on the RapidILL partner can support staff who are using mediation rules to handle requests with self ownership/self owned and available.

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#### Note

Requests with a mediation rule (**Configuration > Resource Sharing > Rapido Rules > Borrowing Mediation Rules**) to stop requests for self-owned resources (**Self Ownership = True** and **Self Owned And Available = True**) are stopped regardless of the **Ignore Local Holding** setting.

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The screenshot shows the 'Resource Sharing Partner' configuration page with the 'Parameters' tab selected. The 'Ignore Local Holding' checkbox is checked and highlighted with a red box. Other visible fields include URL (https://), Password, Requesting Branch Name (Main Library), Default Library Owner (Resource Sharing Library), and checkboxes for 'Close request when exported', 'Enable Rapid Returnables Integration For Rapido', and 'Ignore Local Holding'.

#### Ignore Local Holding

If none of the Rapid partners have the requested item, the request status is set to **Rejected by partner**.

For more information, see [Override Local Holding Setting](#).

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## Digital Requests for ISO Partners Without an Email Address Alert

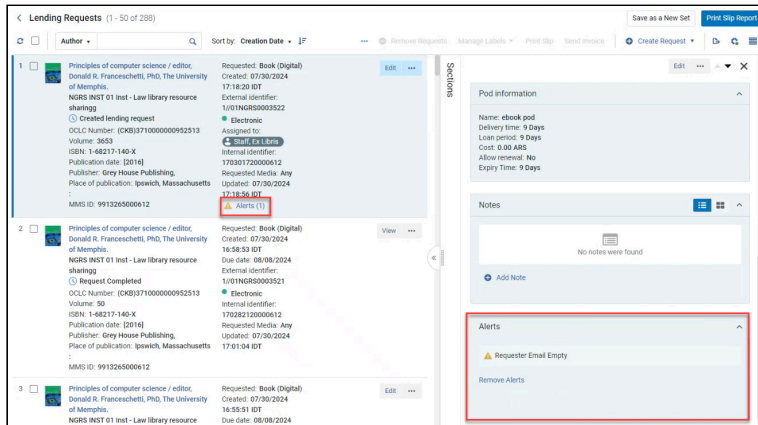
September 2024 Rapido



### Idea Exchange

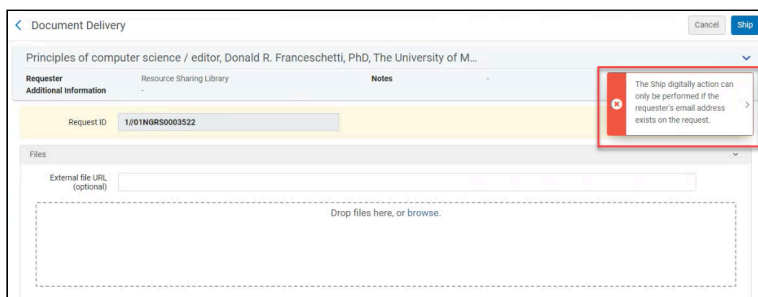
When a lender ships a digital request for borrower who is an ISO partner, and the borrower email address is not supplied,

when [ISO]REQUESTER\_EMAIL\_EMPTY (Configuration > Resource Sharing > Configuration > Manage Lending Alerts) is enabled (default), an alert is now added to the lending request indicating that the borrower does not have an email address.



### Requester Email Empty alert

Additionally, regardless of the configuration, when an ISO digital request is shipped without an email address, an error is generated informing the lender that the request can only be fulfilled if the requester has an email address.



### Error for a digital request

For more information, see [Digital Requests Without Email Address Alert](#).

## My Pods as a Lender Tab Added to Rapido Dashboard

### September 2024 Analytics and Insights

The My Pods as a Lender tab was added to the Rapido Borrowing and Lending Requests data visualization dashboard. It contains three visualizations:

- My turnaround time experience per pod (days) – a chart that displays how many days it took a request to be fulfilled per pod



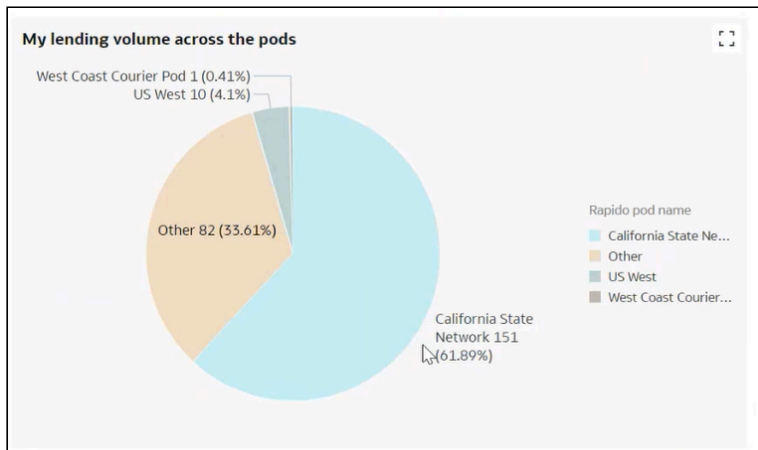
### My turnaround time experience per pod (days)

- My fulfillment per pod – a table that displays how many requests were fulfilled per pod and the fill rate per pod

Rapido pod name	Num of Request Filled	Num of Requests	Fill rate per pod
California State Network	151	161	93.79%
Other	82	84	97.62%
US West	10	12	83.33%
West Coast Courier Pod	1	1	100.00%

### My Fulfillment per Pod

- My lending volume across the pods – a pie chart that displays the library's overall lending volume per pod



### My Lending Volume Across the Pods

For more information, see [Borrowing and Lending Requests Analytics Dashboard](#).

## NERS: Communication with Partners

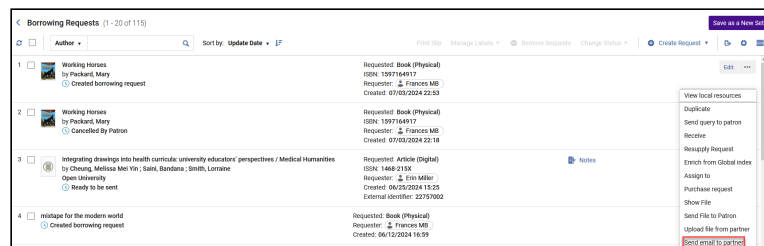
### August 2024 Rapido



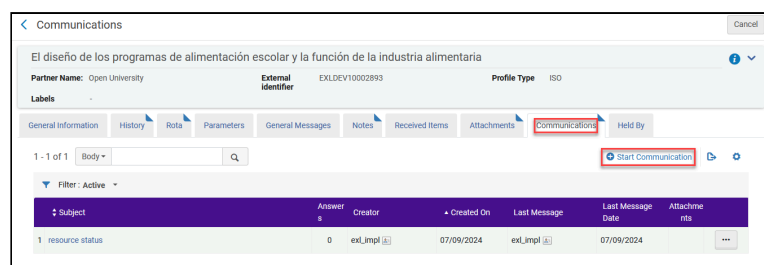
### NERS Enhancement (ID #8558)

It is now possible to email a partner directly from the borrowing and lending task list requests. This option eases workflows, such as when a lender wants to convey limitations, a borrowing library wants to ask a question, or for any type of messages such as a thank you note. These messages are saved in the request for future reference.

Correspondence can be initiated using the **Send email to partner** action or from the **Start Communication** button on the **Communications** tab.



## Send email to partner



## Start Communication

Selecting the **Send email to partner** action or the **Start Communication** button opens the Send email to partner form.

### Note

The **From** address is not editable. It is derived from the resource sharing library's preferred email shipping address, or from the owning library's preferred email address if the resource sharing library's preferred email shipping address is not configured.

The **To** email address is editable. Acceptable email addresses are the partner's preferred email shipping address or from the Rapid contact record email. For lending requests, the email address is derived from the contact email address on the resource sharing request.

## Send email to partner

From \* nosuchmail@no.such.mail.com

To \* *Enter Text Here*

Subject \* *Enter Text Here*

Body

**External identifier: 22646015**  
**Title: El diseño de los programas de alimentación escolar y la función de la industria alimentaria**  
**by: CUEVAS GARCIA, R**  
**ISSN: 1014-806X**

Cancel Send Email

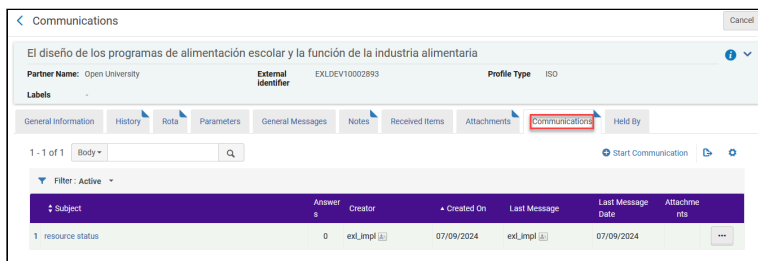
### Send email to partner form

After selecting **Send Email**, the partner receives the Resource Sharing Conversation Letter and a **Communications** notification is added to request indicating that this request contains correspondence with the partner.



### Communications indicator

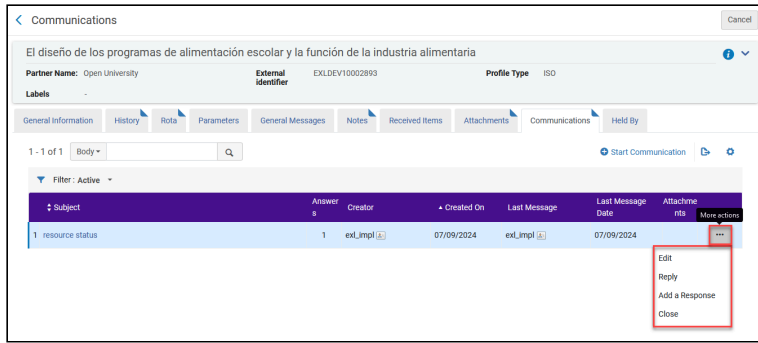
The correspondence log is accessible from the **Communications** tab.



### Communications tab

You can:

- **Edit** a correspondence to view the full correspondence.
- **Reply** to a communication to send another correspondence. Each reply increases the counter in the **Communications** Answers column.
- **Add a Response** to paste the partner's response to your correspondence.
- **Close** the correspondence. Note: Closing the correspondence removes the **Communications** indicator from the request; but the correspondence remains accessible from the **Communications** tab under the **All** or **Closed** filters.



### Correspondence actions

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

## My Pods as a Borrower Tab Added to the Rapido Dashboard

### August 2024 Analytics and Insights

The **My Pods as a Borrower** tab was added to the Rapido Borrowing and Lending Requests data visualization dashboard. It displays information about your pods in the following sections:

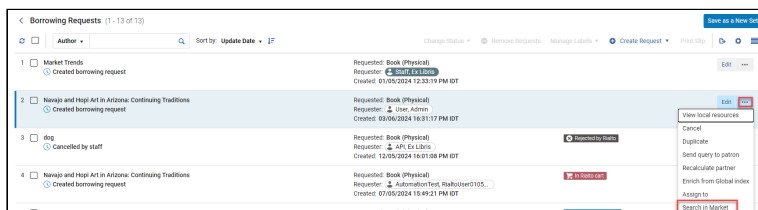
- My fulfillment per POD – displays a pie chart displaying the number of requested filed per POD.
- Turnaround time activity per POD (days) – the average turnaround time for physical requests per POD from request to fulfillment
- Requests filled by Partner – the number of borrowing requests fulfilled per partner in the rota. You can filter the results by month and choose to display the results of the current year.

For more information, see [Borrowing and Lending Requests Analytics Dashboard](#).

## Rialto Integration

### July 2024 Rapido

Rapido institutions can now use Rialto from a borrowing request to order highly requested titles and books that are unavailable from lending partners. When selecting the **Search in Market** action, the Rialto results are displayed in a slider window, enabling you to purchase materials in a streamlined end-to-end workflow.

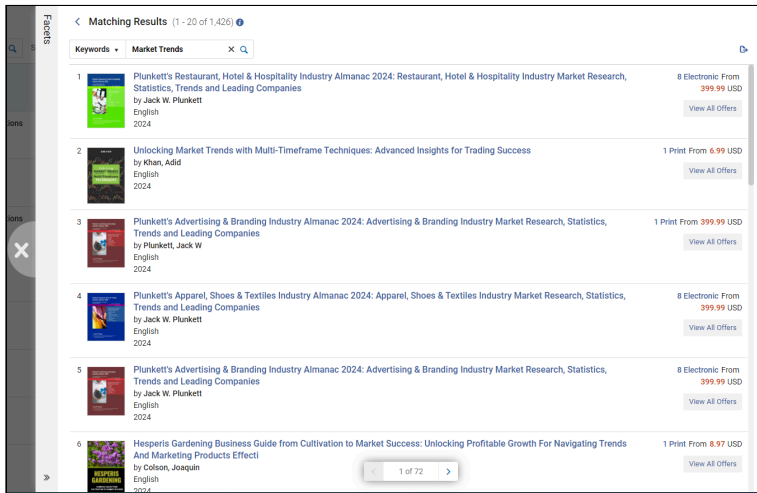


### Search in Market

You can refine your search results by:

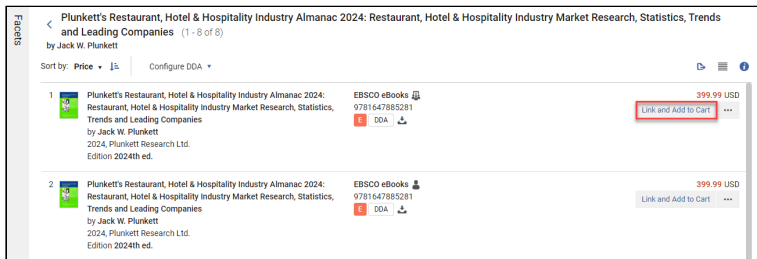
- Keywords
- Author
- ISBN

- Title



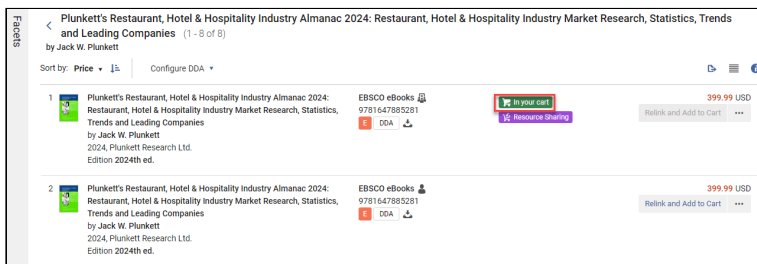
## Matching Results

When the resource is located, the **View All Offers** button displays the available offers.



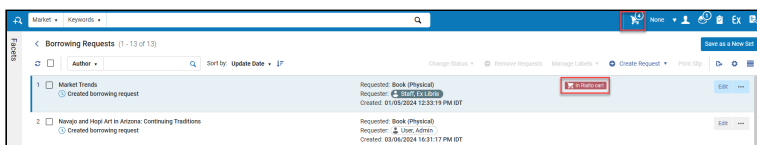
## Link and Add to Cart

The Rialto **In your cart** medallion is added to your item and added to your cart.



## In your cart

The Rapido request indicates that the item was added to the shopping cart.



## In Rialto cart

For more information, see [Searching the Market](#).

# NERS: Rapido Request Form Mandatory Fields Configuration

June 2024 Rapido



## NERS Enhancement (ID #8484)

This feature enables library staff to configure which fields are mandatory fields on the Rapido Request form. Library staff can now configure which fields in the Rapido form ([Configuration > Resource Sharing > Request Forms > Rapido Request Forms Customization](#)) are mandatory fields.

### Note

**Article Title, Pickup Institution, Pickup Location, and Email** remain mandatory fields and cannot be configured.

Enabled	Code	Description	Mandatory	Updated by	Last Updated
<input type="checkbox"/>	ARTICLE_AUTHOR	Article Author	<input type="checkbox"/>	-	-
<input checked="" type="checkbox"/>	ARTICLE_TITLE	Article Title	<input checked="" type="checkbox"/>	-	-
<input type="checkbox"/>	CHAPTER_AUTHOR	Chapter Author	<input type="checkbox"/>	-	-
<input type="checkbox"/>	CHAPTER_NUMBER	Chapter Number	<input type="checkbox"/>	-	-
<input type="checkbox"/>	CHAPTER_TITLE	Chapter Title	<input type="checkbox"/>	-	-
<input type="checkbox"/>	COMPOSER	Composer	<input type="checkbox"/>	-	-
<input checked="" type="checkbox"/>	EMAIL	Email	<input checked="" type="checkbox"/>	-	-
<input type="checkbox"/>	FROM_PAGE_TO_PAGE	From Page To Page	<input type="checkbox"/>	-	-
<input type="checkbox"/>	ISSUE	Issue	<input type="checkbox"/>	-	-
<input type="checkbox"/>	LEVEL_OF_SERVICE_DIGITAL	Level Of Service	<input type="checkbox"/>	-	-

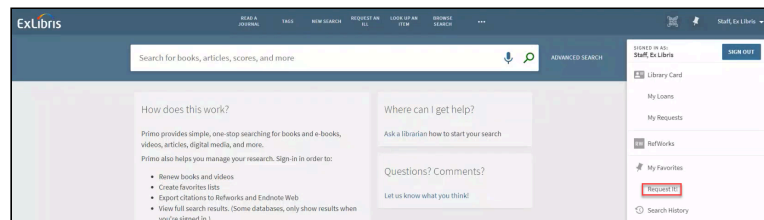
### Mandatory fields customization

For more information, see [Customizing the Request Form](#).

# Harvest External Resources for Resource Sharing

June 2024 Rapido

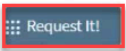
When the parameter **request\_it\_enabled** ([Configuration > Resource Sharing > General > Other Settings](#)) is set to true (default false), the **Request It!** menu option is available for logged in users who have permission to use the blank form.



### Request It!

When selecting the **Request It!** menu option, patrons can drag the Request It! bookmarklet to their browser.

In order to add the 'Request It!' browser bookmarklet, drag the below button to your browser bookmarks bar



'Request It!' bookmarklet enables you to collect resources while browsing the web and create a resource sharing request that will be processed by the library. To install it, simply drag and drop the Request It! button to your browser's bookmarks bar. Request It! will automatically harvest the title, URL, and other details. Remember to check for accuracy when adding resources to your list.

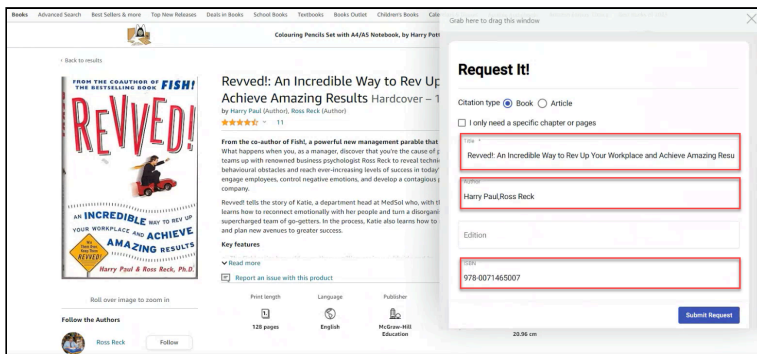
CANCEL

### Request It! bookmarklet

When browsing Amazon, patrons can select the Request It! bookmarklet to request a resource. The Request It! form mirrors the blank form and harvests the **Title**, **Author**, **ISBN**, patron **Email**, and **Pickup location** in the form.

### Note

Patrons must be logged in to Primo in order to use the Request It! bookmarklet.



### Request It! form

If a patron selects I only need a specific chapter or pages, the **Chapter** and **Pages** fields are displayed, and the **Pages** field is harvested as well.

### Note

More sites will be supported in addition to Amazon in a future release.

The `requestIt title`, `requestIt.userBlocked`, `requestIt.notLoggedIn` error messages can be configured from [Configuration > Discovery > Labels](#).

For more information, see [Harvesting External Resources for Resource Sharing](#).

## Article Galaxy Cloud App: Purchases When Price is Unknown

May 2024 Rapido

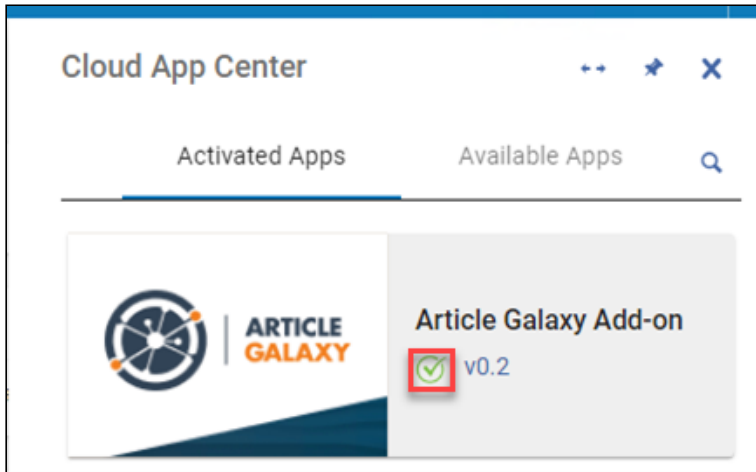


## Idea Exchange

When accessing the Article Galaxy cloud app, a green check



indicates that the cloud app has recently been updated. When hovering over the green check, a tooltip explains that the app has been updated.



### New version indicator

The latest version enables users to request articles whose price is currently unavailable.

Back to App List

ARTICLE GALAXY

## Article Galaxy Add-on

- Select all
- the return of the God hypothesis  
**Price unavailable - Request anyway**
- An introduction to multicultural education /  
**Price unavailable - Request anyway**
- Creating a Pathway to Health-Care Professions for Historically Marginalized Students / Creative nursing  
**Request PDF \$46.00**
- Brain rules 12 principles for surviving and thriving at work, home, and school  
**Price unavailable - Request anyway**
- BRUTES  
**Price unavailable - Request anyway**

**Price unavailable - Request anyway**

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## Peer-to-Peer Partner Parameters

### May 2024 Fulfillment and Resource Sharing

Some Ex Libris resource sharing customers have inquired about integration with OCLC resource sharing products through the open standard, ISO 18626. This integration is not currently supported and therefore, this integration cannot be implemented until further notice. Accordingly, the only method available to Ex Libris resource sharing customers who want

to integrate with an OCLC resource sharing solution (i.e., WorldShare ILL or Tipasa) is the existing request transfer message method, which requires a subscription to the relevant OCLC resource sharing solution.

For more information, see [Peer to Peer Partner Parameters](#).

## Create Invoices for Partners

### April 2024 Rapido

This feature enables lending institutions to send invoices directly to borrowers for requests that include fees using the **Send Invoice to Partner** job, (Inactive by default) (**Configuration > Resource Sharing > General > Rapido Jobs Configuration**).

You can specify which partners should be emailed invoices (default All). The partners available in the list are partners with at least one lending request attached to them with a processing fee. The **Job processing start date** is the last date the job ran. If the job has not run, the **Job processing start date** defaults to today's date.

### Rapido Jobs Configuration - Send Invoice to Partner job

The **Send Invoice to Partner** job report can be accessed from **Admin > Manage Jobs and Sets > Monitor Jobs > History** tab with a list of how many invoices were sent successfully and the reason for those that failed, along with the name of the invoices that failed and why.

When the **Send Invoice to Partner** job runs successfully, the Partner Invoice Letter (**Configuration > General > Letters > Letters Configuration**) is emailed to relevant partners detailing the costs for the request.

Partner Invoice Letter				03/11/2024
				Ex Libris University Malcha Technological Park Jerusalem
Dear Sir/Madam				
Invoice Number: 118612870000521				
External Identifier	Title	Fee Type	Charge Amount	
1//ELU2000000017	Rediscovering love	Shipping cost	58.35 USD	
		Page Overage Fee	60.00 USD	
		<b>Request Subtotal</b>	<b>118.35 USD</b>	
1//ELU2000000010	Flower painting	Shipping cost	55.30 USD	
		Base Fee	225.00 USD	
		Service Level Fee	11.00 USD	
		Copyright Fee	2.30 USD	
		Page Overage Fee	11.00 USD	
		<b>Request Subtotal</b>	<b>304.60 USD</b>	
1//ELU2000000016	The green crow	Base Fee	99.60 USD	
		Page Overage Fee	60.32 USD	
		<b>Request Subtotal</b>	<b>159.92 USD</b>	
<b>Requests Total</b>			<b>582.87 USD</b>	

### Partner Invoice Letter

Invoices are also viewable on the new Resource Sharing Partner **Attachments** tab (**Fulfillment > Resource Sharing > Partners**). Attachments can also be added manually.

File name	Type	Size	Attached By	Attached On	URL	Notes	Upload Status
INVOICE_117875810005021.RHH	NOTIFICATION_EMAIL	4.7kb	System	02/06/2024 09:26:56 SST	-	-	Uploaded
INVOICE_117875230005021.RHH	NOTIFICATION_EMAIL	4.7kb	System	02/06/2024 09:26:52 SST	-	-	Uploaded
INVOICE_117875800005021.RHH	NOTIFICATION_EMAIL	4.1kb	ext_impd	02/06/2024 09:21:10 SST	-	-	Uploaded
INVOICE_117875800005021.RHH	NOTIFICATION_EMAIL	4.7kb	System	02/06/2024 09:16:42 SST	-	-	Uploaded

### Attachments tab

The invoice status is displayed in the right pane **Request costs** in the following fields:

- Invoice Sent Date — The date the invoice was sent to the partner.
- Invoice Number — The invoice number that contains this request charge information.
- Invoice Printed — An indication if an invoice was already created for this request.

When the section is open for editing, the library staff can update the invoice number and the invoice printed indicator.

Request costs

Invoice Printed: No  
 Invoice Paid: No  
 Shipping cost: 2.00 USD  
 Base Fee: 0.00 USD  
 Copyright Fee: 0.00 USD  
 Override Max Cost: No  
**Lost/Damaged Invoice Printed: Yes**  
**Lost/Damaged Invoice Sent Date: 09/26/2024**  
**Lost/Damaged Invoice Number: 35**  
 Lost/Damaged Invoice Paid: No  
 Lost/Damaged item fee: 35.00 USD  
 Service Level Fee: 0.00 USD  
 Page Overage Fee: 0.00 USD

### Request costs

Invoices can also be sent in bulk by selecting multiple requests and selecting the Lending Request **Send Invoice** action.

Lending Requests (1 - 20 of 32)

3 items selected

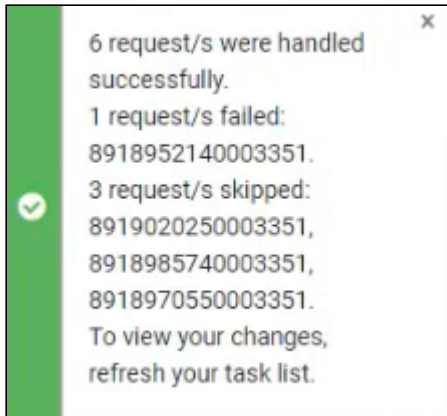
Request ID	Requester	Request Type	Status
1	LI Library Journal, The YLIS Institute of Library and Information Science	Requested: Article (Digital)	Alerts (2)
2	Literature and bibliometrics / by Horikie, Naoki, The YLIS Institute of Library and Information Science	Requested: Book (Physical)	Alerts (2)
3	Cruzeirodasua National Technical University	Requested: Article (Physical)	Alerts (2)

Buttons: Change Status, Remove Requests, Manage Labels, Create Request, Print Slip, **Send Invoice**

### Send Invoices in bulk action

A message is displayed indicating which invoices were sent.

Successful invoices are invoices that were sent successfully. Failed invoices are invoices to partners without an email address. Skipped invoices are for requests that are not relevant because there are no charges for those requests or an invoice was already sent.



**Confirmation message**

Requests can also be faceted by **Invoice Printed**.

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

## Rapido Lending API Integration

### April 2024 Rapido

Rapido now includes a dedicated Lending Request API for searching, retrieving and updating invoice fields and cost fields.

For more information, see <https://developers.exlibrisgroup.com/rapido/apis/>.

## Automatic Borrowing Partner Creation

### April 2024 Rapido

For lenders who receive borrowing requests from partners who do not share the same pod, or the request is not a Rapido request, borrowers can now be created automatically. When the parameter **rapido\_automatically\_create\_partner** (**Configuration > Resource Sharing > General > Other Settings**) is **true** (default **false**), borrowing partners are automatically created for requests that are not Rapido requests and the partners do not share a pod. These automatically generated partners are only available for ISO 18626 and NCIP P2P.

An **Automatically Generated** checkbox is included on these partners to indicate that this partner was generated automatically, and the checkbox is not editable. The automatically generated partners are named with the ISO symbol in parenthesis and the ISO symbol is used for the partner code.

Shared	Name	Code	Status	Local Status	Profile Type	Rapido Partner
1	Technical College	01GALLTC	Active	-	ISO	...
2	Technical College - Resource Sharing Library	Technical College - Resource Sharing Library	Active	-	ISO	✓
3	Resource Sharing Library (Community)	01GALLGADEPT_RESOURCE_SHARING_LIBRARY	Active	-	ISO	...
4	RapidoLL_01GALL_BRTC	RapidoLL01GALL_BRTC	Active	-	RapidoLL	...
5	Resource Sharing Library (Actual_ISO_1_Symbol)	Actual_ISO_1_Symbol	Active	-	ISO 18626	...
6	University of V...	01U...	Active	-	ISO	...

**Auto-generated partner**

### Automatically Generated indicator

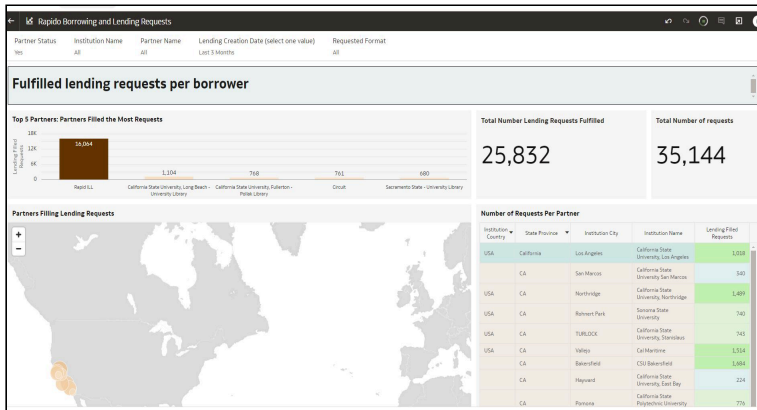
If any required information is missing from an auto-generated partner, the auto-generated partner missing mandatory information alert is added to the lending request to indicate that information is missing that will prevent the request from being filled.

For more information, see [Creating Borrowing Partners Automatically](#).

## New Rapido Borrowing and Lending Requests Analytics Dashboard

### March 2024 Analytics

The new **Borrowing and Lending Requests** data visualization dashboard is available for Rapido Analytics. It contains several tabs, each of which displays several reports concerning your borrowing and lending requests. Some information that is displayed includes the number of requests per partner, average arrival times, and rejected lending requests:



### Borrowing and Lending Requests Data Visualization Dashboard

The following tabs are available:

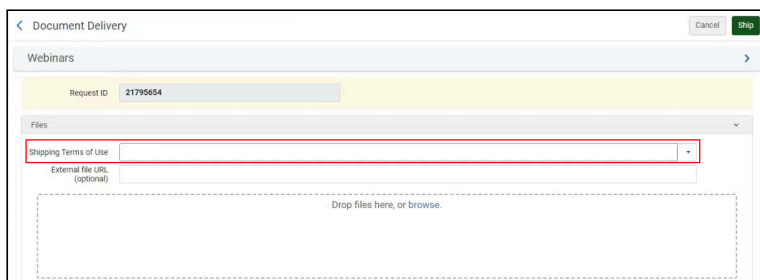
- Fulfilled Borrowing Requests per Lender
- Fulfilled Borrowing Requests per Borrower
- Average Arrival Time for Borrowing Requests per Lender
- Resource Sharing Borrowing Requests per Requester User Group
- Cancelled Borrowing Requests per Request Status
- Rejected Lending Requests per Borrower

---

## Conditional Terms of Use for Digital Requests

### February 2024 Fulfillment and Resource Sharing

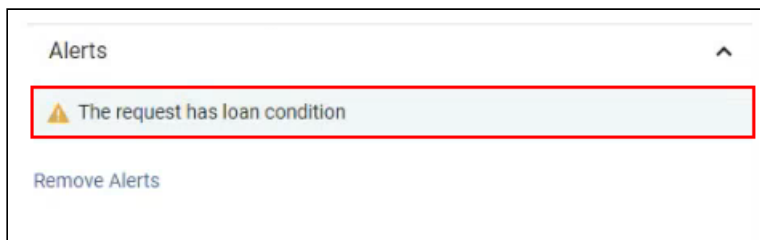
Lenders filling digital requests can now indicate whether the supplied document has terms of use. If shipping terms of use are applied, the request requires manual handling by the borrowing staff. Terms of use can indicate requirements such as supplying the document as a physical non-returnable printout for copyright compliance. This new option enhances copyright control by enabling the lender to specify to the borrower that the document cannot be shared with the patron. As a lender, you can enable the relevant terms from **Configuration > Fulfillment > Resource Sharing > Shipping Terms of Use**. By default, only the **NONE** term is enabled.



The screenshot shows the 'Document Delivery' interface. At the top, there is a 'Webinars' section with a 'Request ID' of 21795654. Below this, there is a 'Files' section with a 'Shipping Terms of Use' dropdown menu. The dropdown menu is open, showing 'External file URL (optional)' as the selected option. Below the dropdown, there is a dashed box with the text 'Drop files here, or browse.' The 'Cancel' and 'Ship' buttons are visible at the top right of the interface.

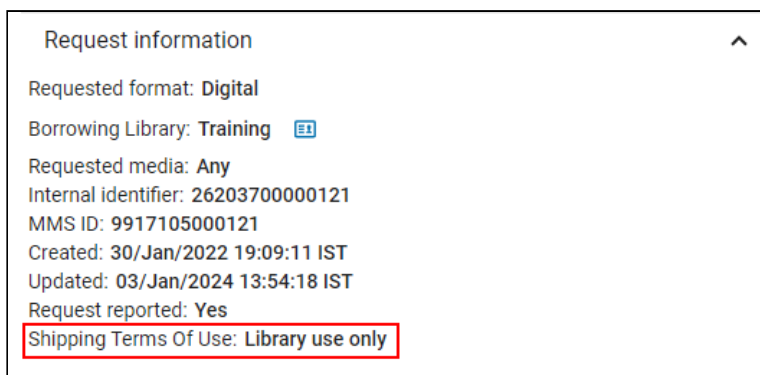
### Shipping Terms of Use

When a term of use is selected, an alert is added to the request indicating that **The request has a loan condition**, and the **Shipping Terms Of Use** condition appears on the right pane **Request information**.



The screenshot shows the 'Alerts' section of the interface. It contains a single alert message: 'The request has loan condition'. Below the alert, there is a 'Remove Alerts' button.

### Loan condition alert



The screenshot shows the 'Request information' pane. It contains the following details: Requested format: Digital, Borrowing Library: Training, Requested media: Any, Internal identifier: 26203700000121, MMS ID: 9917105000121, Created: 30/Jan/2022 19:09:11 IST, Updated: 03/Jan/2024 13:54:18 IST, Request reported: Yes, and Shipping Terms Of Use: Library use only. The 'Shipping Terms Of Use: Library use only' text is highlighted with a red box.

### Request information Shipping Terms Of Use

For more information, see [Conditional Terms of Use for Digital Requests](#) and [Shipping Items Digitally](#).

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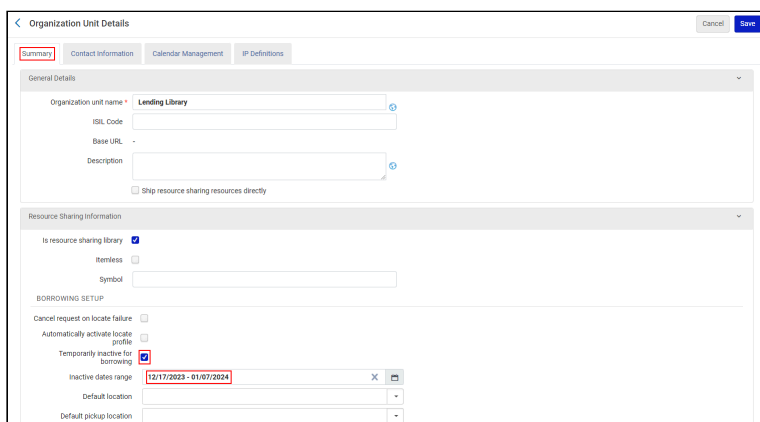
## Resource Sharing Off Time Updates

### January 2024 Fulfillment and Resource Sharing

Previously, Rapido users needed to update both Alma and RapidILL when setting their library off times. Now, when the parameter **rs\_update\_rapid\_with\_lending\_offtime** ([Configuration > Fulfillment > General > Other Settings](#)) is set to `true` (default `false`), when updating the Organization Unit Details **Inactive dates range** in Alma ([Configuration > General > Libraries > Add a Library or Edit Library Information > Summary tab > check Temporarily inactive for lending](#)), the date range in RapidILL is automatically updated with the data configured in Alma.

## Note

- The start date must be less than one year in the future.
- The duration cannot be longer than 30 days.
- Setting this configuration to true means that the configured inactive dates override the dates submitted using RapidILL webpages.
- The temporarily inactive checkbox remains selected after the date range until it is manually deselected.



The screenshot shows the 'Organization Unit Details' form in Alma. The 'Summary' tab is selected. Under 'General Details', the 'Organization unit name' is 'Lending Library'. Under 'Resource Sharing Information', the 'Is resource sharing library' checkbox is checked. Under 'BORROWING SETUP', the 'Temporarily inactive for borrowing' checkbox is checked, and the 'inactive dates range' is set to '12/17/2023 - 01/07/2024'. Other fields include 'ISIL Code', 'Base URL', 'Description', 'Itemless', 'Symbol', 'Cancel request on locate failure', 'Automatically activate locate profile', 'Default location', and 'Default pickup location'.

## Inactive dates range

For more information, see [Disabling Lending Hours in Rapido](#) and [Disabling Lending Hours](#).

## Self Registered User Partners

### January 2024 Rapido

When configured ([Configuration > Resource Sharing > Configuration > Borrower Self Registration](#)), you can now create a corresponding partner for self registered users. When **Create Corresponding Partner** is checked, when creating a self registered user, the corresponding partner is automatically created and added to the Resource Sharing Partner list ([Fulfillment > Resource Sharing > Partners](#)). The **Self Registered** checkbox and **New Request Alert** checkboxes are automatically on the newly created partner indicating that the partner was automatically created when the self registered user was created. This enables institutions such as net lending institutions to manage all resource sharing requests from the partner perspective consolidating all the resource sharing activity.

Resource Sharing Partner

General Information | Contact Information | Parameters | Notes

Code \* EMAIL  
 Profile Type \* Email  
 System Type \* Other  
 Average Supply Time: 0  
 Currency:  
 Locate Profile:  
 Supports Borrowing:   
 Supports Lending:   
 Self Registered:   
 New Request Alert:   
 Enable Direct Charge Functionality:   
 Automatic Claim/Cancel (active only when Resource Sharing Claiming and Cancellation job is active):  
 Automatic Claim:   
 Automatic Cancel:

Name \* Email Partner  
 Status: Active  
 Delivery Delay (days): 0  
 Alternate Symbol:  
 Borrowing Workflow: Borrowing All  
 Lending Workflow: Lending all

### Resource Sharing Partner - Self Registered and New Request Alert options

For more information, see [Self Registered User Partners](#).

## Lending Request Price Fields for Net Lenders

### January 2024 Rapido

Lending Requests now include **Request costs** on the right pane of a request.

Request costs

Invoice Printed: No  
 Invoice Paid: No  
 Shipping cost: 2.00 USD  
 Base Fee: 0.00 USD  
 Copyright Fee: 0.00 USD  
 Override Max Cost: No  
 Lost/Damaged Invoice Printed: Yes  
 Lost/Damaged Invoice Sent Date: 09/26/2024  
 Lost/Damaged Invoice Number: 35  
 Lost/Damaged Invoice Paid: No  
 Lost/Damaged item fee: 35.00 USD  
 Service Level Fee: 0.00 USD  
 Page Overage Fee: 0.00 USD

### Lending Request costs

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

## Net Lender Copyright Billing Settings

### January 2024 Rapido

To assist with copyright billing, the Resource Sharing Partner (**Fulfillment > Resource Sharing > Partners**) now includes an **Enable Direct Charge Functionality** checkbox (default *unchecked*). When checked, library staff can set the partner who is responsible for the **Copyright Payment** when payments apply. The field enables the lender to define if their partner has explicitly requested the lender to pay the copyright fee on their behalf and bill them for it or to choose to handle the fee on their own.

Additionally, when the **Enable Direct Charge Functionality** checkbox is checked, library staff can check the **Use Consolidated Billing** checkbox to consolidate billing for the most active customers so that billing will occur monthly.

The screenshot shows the 'Resource Sharing Partner' configuration form. The 'General Information' tab is active. The 'Enable Direct Charge Functionality' checkbox is checked and highlighted with a red box. The 'Maximum Request Cost' field is set to 50.00 USD and is also highlighted with a red box. The 'Use Consolidated Billing' checkbox is also checked. Other fields include Code, Name, Profile Type, System Type, Average Supply Time, Currency, Locate Profile, Delivery Delay (days), Alternate Symbol, Supports Borrowing, Supports Lending, New Request Alert, Copyright Payment (Borrower responsibility selected), and Automatic Claim/Cancel options.

### Copyright Payment and Use Consolidated Billing

For more information, see [Configuring Copyright Billing Settings](#).

---

## Maximum Request Costs for Net Lenders

### January 2024 Rapido

Due to the wide variance of possible fees (including copyright fees and page overage fees), the Resource Sharing Partner (**Fulfillment > Resource Sharing > Partners**) now includes an **Enable Direct Charge Functionality** checkbox (default unchecked). When checked, library staff can configure a **Maximum Request Cost** to apply to borrowing requests. This field enables the lender to apply fees up to the maximum cost that the borrowing partner accepts without additional approval. If no value is added to the maximum request cost field, no limit is applied to the requests.

The screenshot shows the 'Resource Sharing Partner' configuration form. The 'General Information' tab is active. The 'Enable Direct Charge Functionality' checkbox is checked and highlighted with a red box. The 'Maximum Request Cost' field is set to 50.00 USD and is also highlighted with a red box. The 'Use Consolidated Billing' checkbox is unchecked. Other fields include Code, Name, Profile Type, System Type, Average Supply Time, Currency, Locate Profile, Delivery Delay (days), Alternate Symbol, Supports Borrowing, Supports Lending, New Request Alert, Copyright Payment (Borrower responsibility selected), and Automatic Claim/Cancel options.

### Enable Direct Charge Functionality

---

#### Note

The lending rules only apply to Rapido digital requests or non-Rapido physical and digital requests. Physical Rapido requests apply the policy terms. See [Adding a Physical Lending Policy](#).

---

## Note

When changes are made to a request, the lending rules only apply when the changes are saved.

If a request is received that exceeds the maximum borrowing cost allowed, an alert is added to the request.

The screenshot displays the 'Lending Requests' interface. On the left, a list of five requests is shown, each with details like 'Requested: Book (Physical)', 'Created' date, 'IST', 'External Identifier', and 'Assigned to'. The right pane shows the 'Fulfillment request information' for a selected request, including 'Request ID', 'Request Type', 'Call number', and 'Created' date. Below this, the 'Alerts' section is highlighted with a red box, showing a warning icon and the text 'Request Cost Exceeds Maximum Borrowing Cost Allowed'. The 'Request costs' section at the bottom lists various fees: Shipping cost: 20.00 USD, Base Fee: 20.00 USD, Copyright Fee: 0.00 USD, Override Max Cost: No, Lost/Damaged Item fee: 0.00 USD, Service Level Fee: 20.00 USD, and Page Overage Fee: 0.00 USD.

### Alert: Request Cost Exceeds Maximum Borrowing Cost Allowed

If the `REQUEST_COST_EXCEEDED` alert is manually removed (by selecting **Remove Alerts**), the **Override Max Cost** checkbox is automatically checked, and the **Override Max Cost Amount** is set to 0. A zero amount in the **Override Max Cost Amount** field indicates that there is no maximum cost.

Edit request costs

Shipping cost: 20.00 USD

Lost/Damaged item fee: 0.00 USD

Base Fee: 20.00 USD

Service Level Fee: 20.00 USD

Copyright Fee: 0.00 USD

Page Overage Fee: 0.00 USD

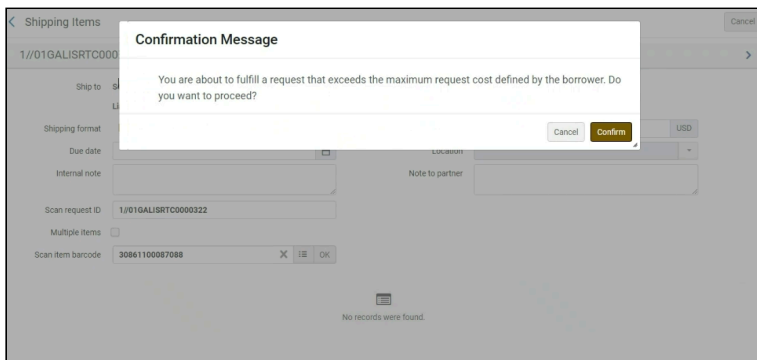
Override Max Cost

Override Max Cost Amount: 0.00 USD

Reset Save

### Override Max Cost

If the lender proceeds to ship the request, and the request exceeds the maximum request cost, a confirmation message is displayed confirming that the request should still be filled. When selecting **Confirm**, the alert remains on the request.



### Confirmation Message to proceed with a request that exceeds the maximum request cost

For more information, see [Configuring Maximum Request Costs](#).

## Additional Enhancements

- **December 2024 Rapido**

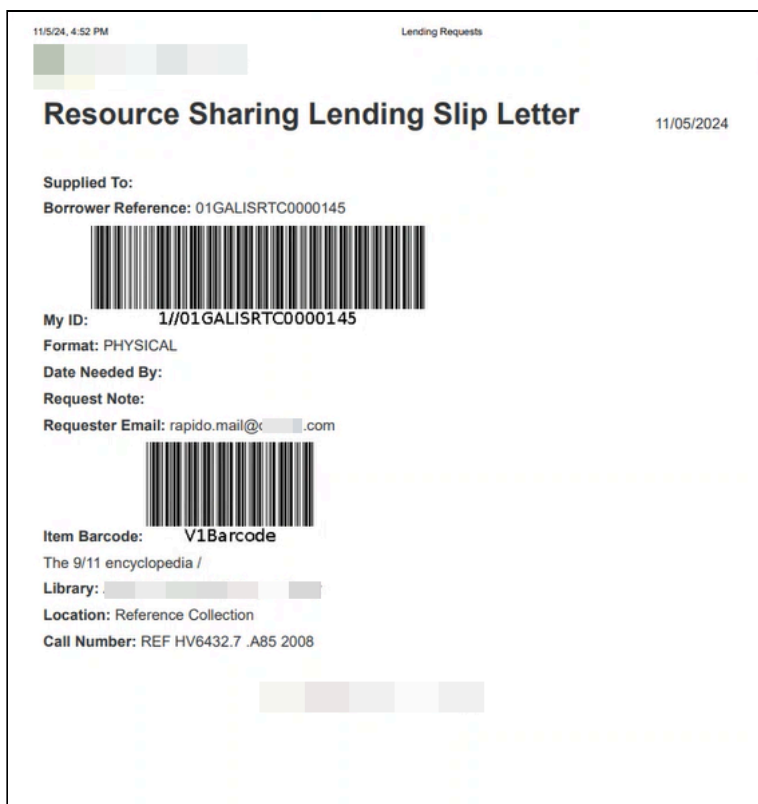
When a lender prints a print slip, Rapido now matches the request by volume or year so that the print slip only prints the requested volume rather than all holdings associated with the ISSN.

---

### Note

This feature is applicable for multi-volume requests and serials.

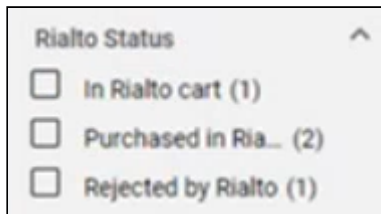
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### Print slip

- **December 2024 Rapido**

It is now possible to facet by the following Rialto Statuses:



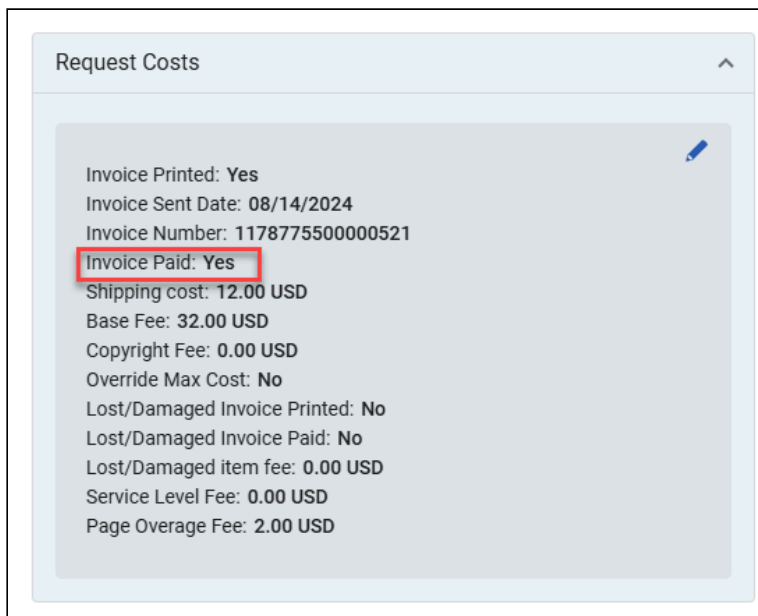
### Rialto Status facets

- In Rialto Cart
- Purchased in Rialto
- Rejected by Rialto

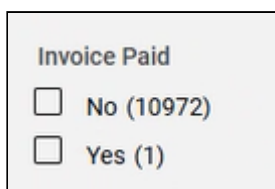
For more information, see [Facets](#).

- **December 2024 Rapido**

After a regular invoice is paid, it is now possible to indicate in a lending request whether the associated invoice has been paid.



You can also filter by this information using the facets.



**Invoice Paid facet**

For more information, see [Creating Invoices for Partners](#).

- **November 2024 Rapido**

Rapido increases efficiencies by creating partners automatically and using those automatically created partners for all the requests coming from or going to a specific library. To enable libraries to have greater flexibility in how they work with a specific library, Rapido now supports the option to have two different partners for the same library. One is the automatically created partner with the built in workflow profiles, and the other is an ISO partner manually created by the library. This enables libraries to define specific behavior when interacting with that library when the request is not coming from a Rapido pod. Examples of this preference may include sharing patron information, delivery delays, etc. Libraries that do not need any special behavior for particular partners can continue to have only the Rapido generated partner for all requests with the other library.

- **November 2024 Rapido SF: 06293095**

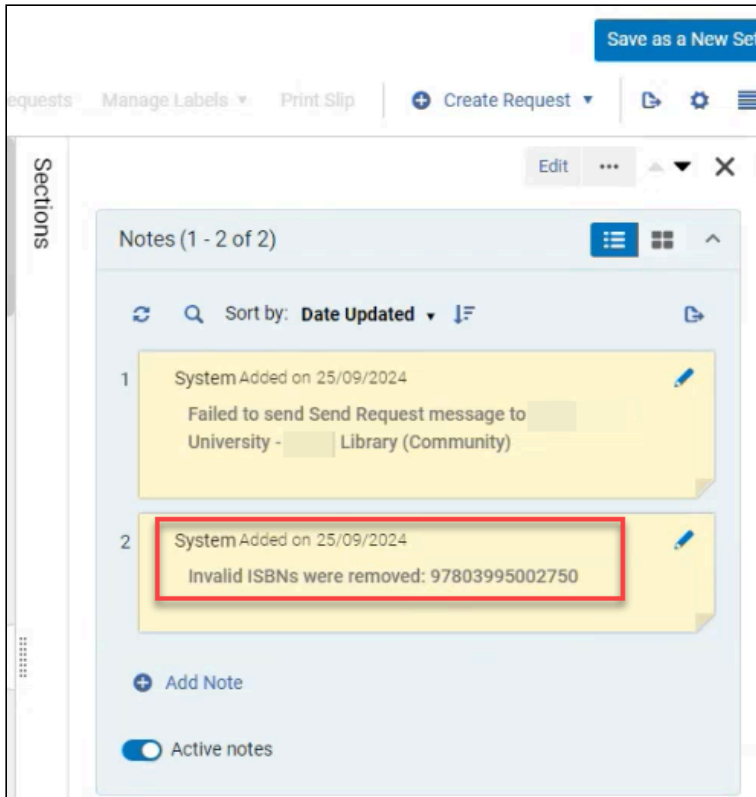
When the parameters **Invalid ISSN** or **Invalid ISBN** ([Configuration > Resource Sharing > Rapdio Rules > Borrowing Mediation Rules](#)) are set to **Yes**, requests containing an invalid ISSN or ISBN are stopped for mediation. These can then be handled to ensure that the matching/locate process is not being done based on invalid ISBNs/ISSNs.

---

**Note**

This feature removes invalid ISBNs/ISSNs, and a note is applied to the request indicating that the invalid ISSN or ISBN was removed from the request, even when the mediation rule is not set.

---



**Invalid ISBN**

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

- **November 2024 Analytics and Insights**

The **eBook Indicator** field was added to Borrowing Requests (Resource Sharing) > Borrowing Request Details and Lending Requests > Lending Requests Details. It indicates (Yes/No) if the resource is an eBook. This field supports the eBook functionality that will be available in a future release.

- **September 2024 Rapido**

By default, all Rapido institutions now use the Rapido shared barcode functionality.

When an item is shipped, and the borrower receives the barcode, the barcode includes a prefix on the temporary item created in the borrowing institution. Staff members can scan the actual barcode to continue physical processing.

**Note**

Staff can still assign a temporary barcode during the receiving process if that is desired.

- **September 2024 Analytics and Insights**

The **Rialto Status** field was added to Borrowing Requests (Resource Sharing) > Borrower Details. It indicates the status of the item purchased in Rialto.

For more information, see [Rialto Status](#).

- **August 2024 Fulfillment and Resource Sharing**

Rather than only being accessible after manually creating a request from the **GTI search** or **Repository Search**, the **Resource Information** section is now available and configurable during the request creation process.

## Resource Information

- **August 2024 Analytics and Insights**  
The **Num of Filled Requests** field was added to Lending Requests (Resource Sharing) > Lending Requests Details. It displays the number of requests that were filled and have the status of Shipped Physically or Shipped Digitally.
- **July 2024 Rapido**  
The API for lending requests now supports the **Shipping date**.
- **July 2024 Rapido**  
Lending requests now include the **Shipping date** in the right pane.

## Shipping date

- **June 2024 Rapido**  
Facets now include the option to exclude facet sections or specific options within a facet by selecting the



icon and applying the selection.

## Note

The **Date** cannot be excluded.

Refine by ^

Activity Status: Active x

Clear all

---

Find specific facet

Include Zero Values

Rapido Indicator ^

No (103)

Activity Status ^

Active (103)

Status ^

Cancelled By... (15)

Cancelled by... (16)

Created borr... (10)

+ More (11)

Lending Library ^

Aleph Polska (5)

Aleph Test Pa... (4)

Alma ILL Part... (5)

+ More (19)

Creation Date ^

Today (1)

Older (102)

Update Date ^

Apply x

Exclude facet

Refine by ^

Activity Status: Active x

Status:

Cancelled-by-staff x

Clear all

---

Find specific facet

Include Zero Values

Rapido Indicator ^

No (87)

Activity Status ^

Active (87)

Status ^

Cancelled By... (15)

Created borr... (10)

Digitally receiv... (2)

+ More (10)

Lending Library v

Creation Date ^

Today (1)

Older (86)

Update Date ^

Today (1)

Older (86)

<<

**An excluded facet**

For more information, see [Facets](#).

- **June 2024 Analytics and Insights**

The **Total Borrowing Requests Filled by Partner** table was added to the **Fulfilled Borrowing Requests by Lender** tab of the Rapido Borrowing and Lending Requests data visualization dashboard.

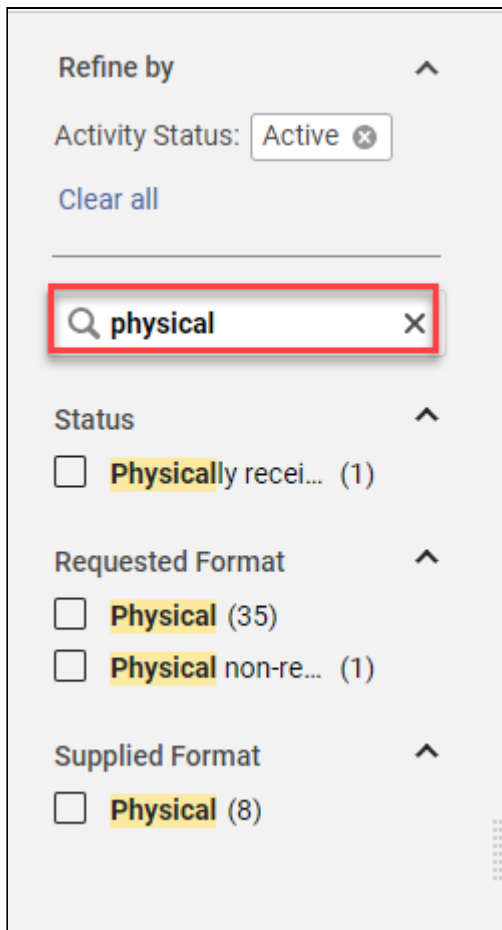
Institution Name	Year - Month	Filled by 1-st Partner		Filled by 2-nd Partner		Filled by 3-d Partner		Filled by 4-th or later Partner		Filled by no number Partner		Grand Total Requests	Grand Total Percentage
		Requests	Percentage	Requests	Percentage	Requests	Percentage	Requests	Percentage	Requests	Percentage		
Sacramento State	2024-01	2,321	90.66%	147	5.74%	35	1.37%	14	0.55%	43	1.68%	2,560	100.00%
	2024-02	2,733	90.86%	148	4.92%	16	0.53%	13	0.43%	98	3.26%	3,008	100.00%
	2024-03	2,328	90.83%	111	4.33%	13	0.51%	13	0.51%	98	3.82%	2,565	100.00%

**Total Borrowing Requests Filled by Partner**

It displays the the percentage of requests fulfilled for each partner per year for an institution.

- **May 2024 Fulfillment and Resource Sharing SF: 06753758**

To ease the finding of a particular facet, facets can now be searched by entering your search text in the **Find specific facet** search box.



**Search facets**

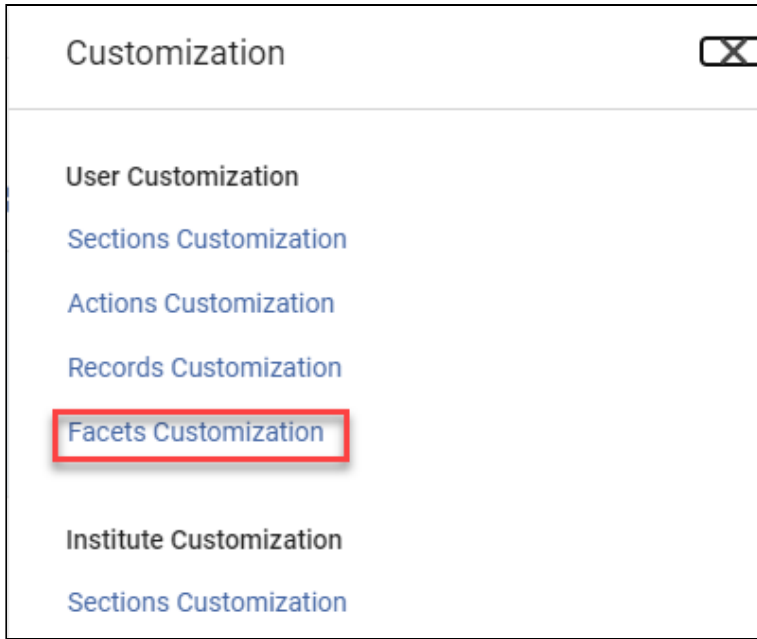
Additionally, the facets can be customized by selecting the settings icon





## Customization settings

Select **Facets Customization**.



## Facets Customization

Check or uncheck the facets to include/exclude from the facets list and select **Apply**. The selected facets are displayed/hidden from the Facets list.

< Facets Customization Apply ×

---

**Customize the Order and Visibility of Record Facets**

- 1  Include Zero Values
- 2  Rapido Indicator
- 3  Labels
- 4  Activity Status
- 5  Status
- 6  Lending Library
- 7  Pod
- 8  Creation Date
- 9  Update Date
- 10  Requested Format
- 11  Supplied Format
- 12  Due Date
- 13  Last Interest Date

**Apply Facets Customization**

For more information, see [Facets](#).

- **April 2024 Fulfillment and Resource Sharing SF: 06664346**  
When a Rapido request originates from a Primo VE search, the permalink is now visible in the record **Permalink** field.

### Permalink

- **April 2024 Rapido**  
Automatic resend functionality checks for requests that have been updated to filled without an attached file. If a request is updated again to be filled without the file, the request will move to a new lender.
- **April 2024 Analytics and Insights**  
The following fields were added to Lending Requests (Resource Sharing) > Rapido Attributes to display information concerning the lending requests invoice:
  - Rapido Invoice Creation Date – the date the invoice was created
  - Rapido Invoice ID – the ID of the invoice
  - Rapido Invoice Printed – indicates if the invoice is printed (Yes / No)
- **March 2024 Rapido**  
Currently, there are situations in which duplicate partners exist for the same library. Rapido cannot identify which partner record to utilize when creating and updating requests associated with the partners which have duplicate records. This can result in a lack of request updates. In order to eliminate duplicate partners, partners records can now be merged into a combined partner.

### Note

NZ partners and NGRS partners can be merged into but not merged from.

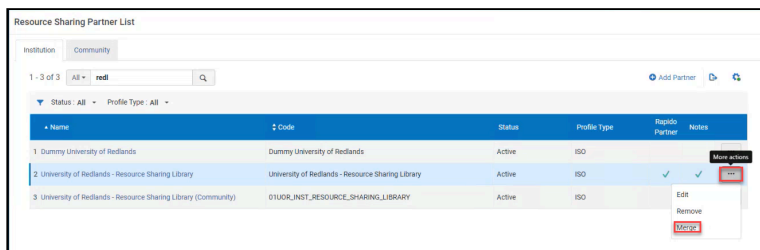
When a duplicate partner exists, the duplicate partner can be merged into the correct partner and all requests associated with the duplicate partner are transferred to the correct partner.

Additionally, the Resource Sharing Partner List now includes a **Rapido Partner** column to indicate if a partner is a Rapido partner in addition to an ISO partner. Additionally, the list now includes a **Notes** column indicating when a partner has a note. The **Notes** column is hidden by default and can be enabled from the Settings icon

Name	Code	Status	Profile Type	Rapido Partner	Notes
University of	University of	Active	ISO		
University of - Resource Sharing Library	University of Resource Sharing Library	Active	ISO	✓	✓
University of - Resource Sharing Library (Community)	Resource Sharing Library	Active	ISO		

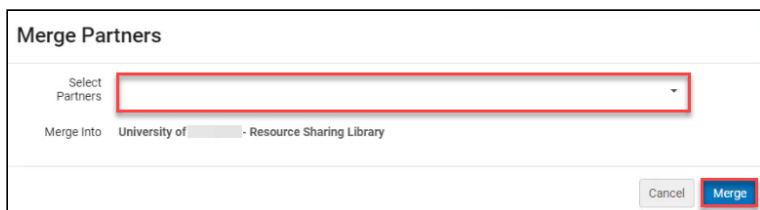
### Rapido Partner indicator and Notes columns

To merge the partners (**Fulfillment > Resource Sharing > Partners**), select the partner you want to keep and select **... > Merge**.



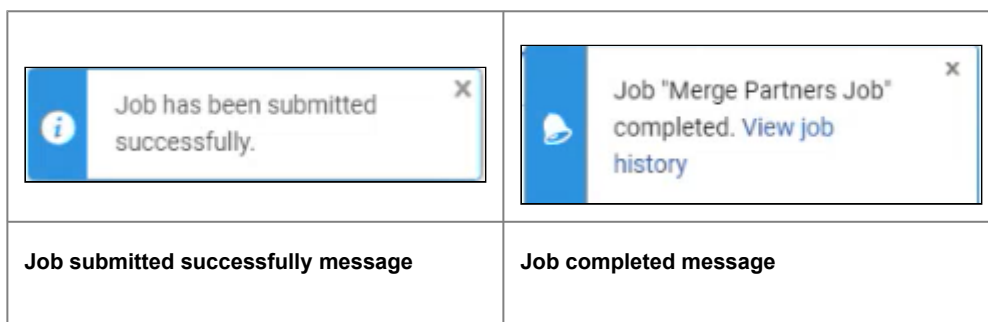
**Merge action**

Select the partners you want to merge into the partner you want to keep and select **Merge**.



**Merge Partners**

A job is submitted to merge the partners and a notification appears when the job is complete.



When the job completes, a note is added to the **Notes** tab indicating that the merge was successful as well as is the Merge Partners Job History (**Admin > Manage Jobs and Sets > Monitor Jobs**). The borrowing/lending library then updates to the merged into partner.

• **March 2024 Analytics and Insights**

The following fields were added to Borrowing Requests (Resource Sharing) > Borrowing Request Details and Lending Requests (Resource Sharing) > Lending Request Details:

- Base Fee Amount – the baseline fee that the lender charges per request
- Copyright Fee Amount – the copyright cost assigned to the request
- Page Overage Fee Amount – the fee that is assigned when the requested page count is greater than the page count included in the base fee
- Service Level Fee Amount – the fee that the lender charges per the service level assigned to the request. The service level is provided by the borrowing institution in the request information.

• **March 2024 Analytics and Insights**

The following fields were added to Borrowing Requests (Resource Sharing) and Lending Requests (Resource Sharing) > Partner:

- Billing Address Line1
- Billing Address Line2
- Billing City

- Billing Contact Email
- Billing Contact Name
- Billing Country
- Billing Postal Code
- Billing State Province
- Copyright Payment Responsibility – whether the borrower or lender is responsible for the copyright payment
- Direct Charge Indicator – indicates if the **Enable Direct Charge Functionality** checkbox is selected, which enables you to set whether the borrowing or lending partner is responsible for the **Copyright Payment** when payments apply. For more information, see [Configuring Copyright Billing Settings](#).
- Maximum Request Cost – the maximum cost the requesting partner accepts without additional approval
- Use Consolidated Billing – indicates if consolidate billing is configured with the partner so that all billing is consolidated into one monthly bill

For more information, see [Partner](#).

- **February 2024 Rapido**

Staff can now change the owning library and pickup location after a request is created. When selecting the **Convert request type** action, the **Owner** and **Requested Pickup Location** fields are now editable.

### Note

If the **Owner** only contains one option, the field is not editable.

When changing the **Owner**, the **Requested Pickup Location** updates accordingly. If a value is set for the **rapido\_default\_digital\_request\_owner** ([Configuration > Resource Sharing > General > Other Settings](#)) parameter (empty by default), that value is added to the **Requested Pickup Location**. If the value of the **Requested Format** is changed to **Digital**, the **Owner** automatically updates to the default digital owner.

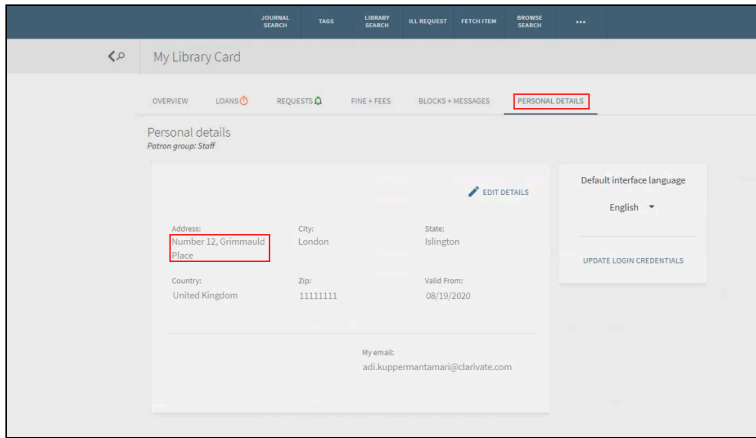
The screenshot shows a 'Resource Sharing Borrowing Request' form. The 'Request Attributes' section includes fields for Title, Requester, Labels, Owner, Requested Format, Delivery Location, Shipping Terms of Use, Requested Pickup Location, and Copyright Status. The 'Owner' field is currently set to 'Resource Sharing Library' and the 'Requested Pickup Location' is set to 'MAIN: Main Library'. Both fields are highlighted with red boxes, indicating they are now editable. The 'Requester' field is set to 'Staff, Ex Libris' and the 'Labels' field is set to 'NO\_ISSN'. The 'Request Status' is 'Created borrowing request' and the 'Date Needed By' field is empty. The 'Alternative Address' field is set to 'nosuchmail@no.such.mail.com'. The 'Copyright Status' is set to 'Calculate Copyright Status' and the 'Willing to Pay' checkbox is unchecked. The 'Agree to Copyright terms' checkbox is checked.

### Editable Owner and Requested Pickup Location fields

For more information, see [Associating Pickup Locations with Resource Sharing Members](#) and [Converting a Borrowing Request Type](#).

- **February 2024 Fulfillment and Resource Sharing**

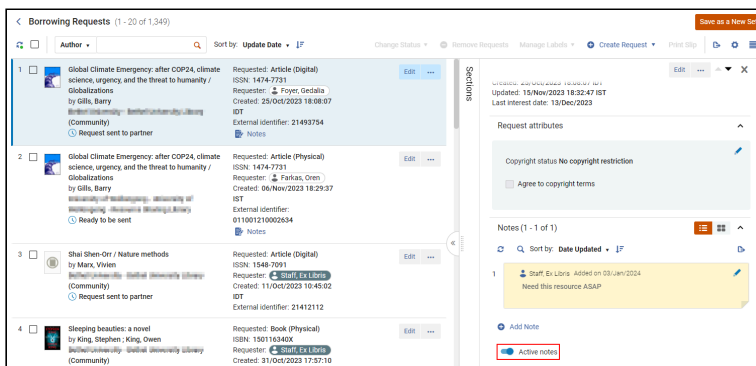
Long addresses on the patron Library Card **PERSONAL DETAILS** tab are now displayed on multiple lines.



### PERSONAL DETAILS - Long Address

- February 2024 Fulfillment and Resource Sharing**

To better manage requests, notes can now be activated or dismissed from the task list right pane.



### Activate/dismiss notes

- February 2024 Fulfillment and Resource Sharing SF: 05319596 06448628 06672584**



### Idea Exchange

Rapido now handles the check in of items in temporary locations that were shipped when fulfilling a lending resource sharing request. When checked back in, the item is now restored to the temporary location where it was previously shelved. This enables libraries to ship items or fulfill resource sharing requests even if they are shelved at temporary locations.

- February 2024 Rapido**

When enabled, the **Level Of Service** field can now be displayed on request forms.

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### Note

This feature is only relevant for lender-only institutions.

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### Level Of Service options

When **LEVEL\_OF\_SERVICE\_PHYSICAL** or **LEVEL\_OF\_SERVICE\_DIGITAL** ([Configuration > Resource Sharing > Request Forms > Rapido Request Forms Customization](#)) codes are enabled (disabled by default), the values set in the Level of Service table ([Configuration > Fulfillment > Resource Sharing > Levels of Service](#)) are displayed on the request form. Additionally, library staff can select a **Default Value** for the Level of Service.

Enabled	Code	Description	Translation	Default Value	Updated By	Last Updated
<input checked="" type="checkbox"/>	WHEN_CONVENIENT	When Convenient	When Convenient	<input type="radio"/>	-	-
<input checked="" type="checkbox"/>	NORMAL_LOCAL	Normal (Local)	Normal (Local)	<input type="radio"/>	-	-
<input checked="" type="checkbox"/>	NORMAL_FULL	Normal (Full)	Normal (Full)	<input type="radio"/>	-	-
<input checked="" type="checkbox"/>	PRIORITY_LOCAL	Priority (Local)	Priority (Local)	<input type="radio"/>	-	-
<input checked="" type="checkbox"/>	PRIORITY_EXTENDED	Priority (Extended)	Priority (Extended)	<input type="radio"/>	-	-
<input checked="" type="checkbox"/>	RUSH_LOCAL	Rush (Local)	Rush (Local)	<input type="radio"/>	-	-
<input checked="" type="checkbox"/>	RUSH_EXTENDED	Rush (Extended)	Rush (Extended)	<input type="radio"/>	-	-
<input checked="" type="checkbox"/>	EXPRESS_LOCAL	Express (Local)	Express (Local)	<input type="radio"/>	-	-
<input type="checkbox"/>	EXPRESS	Express (Australia)	Express (Australia)	<input type="radio"/>	-	-
<input type="checkbox"/>	NORMAL	Normal	Normal	<input type="radio"/>	-	-
<input type="checkbox"/>	RUSH	Rush (Australia)	Rush (Australia)	<input type="radio"/>	-	-
<input type="checkbox"/>	SECONDARY_MAIL	SecondaryMail	SecondaryMail	<input type="radio"/>	-	-
<input type="checkbox"/>	STANDARD	Standard (Australia)	Standard (Australia)	<input type="radio"/>	-	-
<input type="checkbox"/>	URGENT	Urgent	Urgent	<input type="radio"/>	-	-

### Level of Service codes

The **Level of Service** information appears on the right pane in the **Request information**.

### Request information Level of service

For more information, see [Defining a Default Level of Service](#).

- February 2024 Rapido**  
 Billing fields can be enabled or disabled on the **Self Registration Form Customization**. The **Enable direct charge functionality** must be checked on the Borrower Self Registration form ([Configuration > Resource Sharing > Configuration > Borrower Self Registration](#)) for the **Enable Direct Charge Functionality** section to be visible on the corresponding partners created by self registration. Additionally, the field names can be modified as necessary.

### Self Registration options

When a **Maximum Request Cost** is added to the self registration form, these fields are then populated on the user's Resource Sharing Partner ([Fulfillment > Resource Sharing > Partners](#)) details.

### Maximum Request Cost field

When the contact billing address is different than the contact address, users can deselect the **Use contact address as billing address** on the self registration form and then enter the relevant details for the billing address.

Use contact address as billing address

\* **Billing Contact Name**  
You must supply billing contact name

\* **Billing Email Address**  
You must supply billing email address

\* **Billing Address Line 1**  
You must supply billing address line 1

**Billing Address Line 2**

\* **City**  
You must supply city

\* **State/Province**  
You must supply state/province

\* **Postal Code**  
You must supply postal code

\* **Country \***  
You must select country

\*  I agree to abide by the rules of the Library and by the circulation policy if I borrow materials

CANCEL **▶ REGISTER**

#### Contact billing fields

For more information, see [Enabling Direct Charge Functionality](#).

- **February 2024 Rapido**

When a note is configured on the `discoveryOrganizationSelfRegistrationMessage.html` or `discoveryIndividualSelfRegistrationMessage.html` (**Configuration > Resource Sharing > Request Forms > Note to Patron**) files, you can now include a note to the patron on the Self Registration form for individuals or organizations.

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#### Note

Multiple languages are supported for the message.

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**Note to patron**

For more information, see [Configuring Messages to Users](#).

- **February 2024 Rapido**

The Rapid partner is now viewable from the task lists. When **rapido\_show\_rapid\_partner** ([Configuration > Resource Sharing > General > Other Settings](#)) parameter is set to `true` (default), the **Rapid Partner** field is displayed in the Request information on the right pane. Additionally, requests can be faceted using the **Rapid Partner** facet.

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**Note**

This functionality is especially useful if more than one Rapid Partner is defined.

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**Request information Rapid Partner**

For more information, see [Rapid Partner Visibility](#).

- **February 2024 Fulfillment and Resource Sharing**

To enable third party integrations to better support and manage requests, the **Pickup Location**, library **Name**, and library **ID** are now automatically transferred when sending WorldShare and Tipasa requests. Additionally, when **Send requester information** (**Fulfillment > Resource Sharing > Partners > Parameters** tab) is checked, other patron details such as their email address, username, first name, and last name are also included when sending the request.

**EXPORT TO THIRD PARTY Send requester information**

For more information, see [Integrating Rapido and Tipasa](#) and [Integrating Rapido and WorldShare](#).

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## Resolved Issues

- **December 2024 Fulfillment and Resource Sharing SF: 07264156 07684385**  
Previously, some users experienced difficulties when using the **Start communication** feature. This was fixed.
- **December 2024 Fulfillment and Resource Sharing SF: 07131663**  
Previously, borrowing requests could not be canceled or deleted. This was fixed.
- **December 2024 Fulfillment and Resource Sharing SF: 07039684 07130512 07208257**  
Previously, when bulk printing the **Receive letter**, some information was missing from the letter. This was fixed.
- **December 2024 Rapido SF: 07695373 07685042 07200637 07166915 07131004**  
In some cases, the permalink in the edit borrowing request did not lead to an actual record. This was fixed.
- **December 2024 Rapido**  
Previously, when an NACSIS request was canceled, there was no call-back action to reactivate the request and recall it. This was fixed.
- **December 2024 Fulfillment and Resource Sharing SF: 07244343**  
Previously, requests from the Download Electronic Resource screen could not be completed. This was fixed.
- **December 2024 Fulfillment and Resource Sharing SF: 07052950 07060088 07133334 07165690**  
Previously, a **The request has loan condition** alert was added to a borrowing request when there were no terms of use or loan conditions set by lender. This was fixed.
- **December 2024 Fulfillment and Resource Sharing SF: 07087807 07165810**  
In some cases, when the **Due date** facet value was selected, the value that was displayed did not correspond to the number of requests that appeared after selecting the facet. This was fixed.
- **December 2024 Fulfillment and Resource Sharing SF: 07113480**  
Previously, there were performance issues when receiving borrowing requests. This was fixed.
- **December 2024 Rapido SF: 06995453**  
Previously, an error was generated when trying to send non-Rapido borrowing resource sharing requests to an ISO partner. This was fixed.
- **December 2024 Rapido SF: 07724065 07738273 07742899**  
In some cases, the Display Logic Rule ignored **View It** digital and general electronic services. This was fixed.
- **December 2024 Fulfillment and Resource Sharing SF: 07189819**  
Previously, shipping multiple physical items resulted in an error. This was fixed.
- **December 2024 Fulfillment and Resource Sharing SF: 07186677**  
In some cases, incorrect partners appeared under the **Active Partner** facet. This was fixed.
- **December 2024 Fulfillment and Resource Sharing SF: 07486665**  
Previously, only one barcode was created for a multi-volume Borrowing Request. This was fixed.
- **December 2024 Rapido SF: 07230451**  
In some cases the expiration date was not passed to lender. This was fixed.
- **November 2024 Rapido Release Update SF: 07486250 07700252**

Previously, when a patron tried to access a file when an outgoing request was not completed, an error was generated. This was fixed.

- **November 2024 Rapido Release Update SF: 07087411 07216809**  
In some cases, electronic resources from the NZ would appear on the "Download Electronic Resource" page even though they were not available for the institution. This was fixed.
- **November 2024 Rapido SF: 07739659 07739854**  
In some cases, the book title would override the chapter title in the borrowing request. This was fixed.
- **November 2024 Rapido SF: 06973196 07046758**  
In some cases, creating a move request generated an error. This was fixed.
- **November 2024 Rapido SF: 07058320**  
Previously, selecting a link in a letter did not automatically download the file when logged in to Primo VE. This was fixed.
- **November 2024 Rapido SF: 06843305**  
In some cases, overdue notices were not sent if the resource sharing borrowing request was renewed or recalled. This was fixed.
- **November 2024 Rapido SF: 07021411**  
Previously, when multiple items were received for a borrowing request, only the first item appeared in the FulPlaceOnHoldShelfLetter XML. This was fixed.
- **November 2024 Rapido SF: 07010144**  
Previously, the `<internal_request_id>` was not available in the QueryToPatronLetter in the XML of the letter. The `<internal_request_id>` has been added.
- **November 2024 Rapido SF: 06749576**  
Previously, the print slip was not printed when scanning an item on the Scan in items page . This was fixed.
- **November 2024 Rapido SF: 06947029**  
In some cases, the **Due date** was set back incorrectly when trying to renew a lending request. This was fixed.
- **November 2024 Rapido SF: 07201778**  
Previously, requests sent to WorldShare were assigned the wrong status. This was fixed.
- **November 2024 Rapido SF: 07019104**  
Previously, when renewing a borrowing request for a blocked user generated an active note. This was fixed.
- **November 2024 Rapido SF: 07008347 07077091 07188788**  
Auto rejected resource sharing lending requests were still exported to external systems. This was fixed.
- **November 2024 Rapido SF: 06995049 07099311**  
In some cases, library names were not translated on the physical tile offer. This was fixed.
- **November 2024 Rapido SF: 06965493**  
When placing a borrowing request for a GTI record using the API, the eisbn/eissn was not added to the request. The eisbn/eissn will now be added.
- **November 2024 Rapido SF: 06858655**  
In some cases, borrowers were able to create a physical borrowing request when the library was Temporarily inactive for borrowing. This was fixed.
- **November 2024 Rapido SF: 07032972**  
In some cases, the Change Rapido Request Terms letter was not sent when a request was sent to a last resort partner. This was fixed.
- **November 2024 Rapido SF: 07026838**  
When an item belonged to IZ, the selfOwnershipAndAvailable rule was not applied. This was fixed.
- **November 2024 Fulfillment and Resource Sharing SF: 06681253**  
Previously, loans with a "Returned by patron" status were incorrectly renewed by the ISO RenewResponseskip renewal. This was fixed.
- **November 2024 Rapido SF: 06466916**  
Previously, Rapido requests from CDI dataset records were created as book requests rather than article requests. This was fixed.
- **November 2024 Rapido SF: 07062266 07489990**  
Previously, when using the display logic rules to hide Rapido digital tiles when there were no known terms, no Rapido

tiles appeared in the record full view. This was fixed and journal tiles are now visible.

- **November 2024 Rapido SF: 06951791 07027994 07101121**  
Previously, when a request was rejected by a RapidILL partner in a rota, the mediation rules were not run again for next partner. This was fixed.
- **November 2024 Rapido**  
Previously, the Page overage fee total was calculated incorrectly. This was fixed.
- **October 2024 Rapido SF: 07262524**  
In some cases, the error message **An error occurred while fetching items** was displayed when selecting a record in the Global index search. This was fixed.
- **September 2024 Rapido SF: 07021497 06993337 06924769 06862449 06846337 06328020**  
In some cases, the Rapido tile did not appear even there were no physical/electronic services for the record, or the Rapido tile did appear when there were services and the tile should have been hidden by a display logic rule. This was fixed.
- **September 2024 Rapido SF: 07182886**  
Document delivery files that were sent through fill locally requests were not available. This was fixed.
- **September 2024 Rapido SF: 06921306 07012292 07123439**  
In some cases, the network identifier was not sent to Rapid ILL.
- **September 2024 Fulfillment and Resource Sharing SF: 06746682**  
In some cases, requests with external ID that included a plus sign (+) failed during the shipping process. This was fixed.
- **September 2024 Rapido SF: 06924937 06952328**  
Previously, cancelled borrowing requests were sent by the manual locate job. This was fixed.
- **September 2024 Rapido SF: 06354434**  
In some cases, the Discovery OpenURL showed Rapido tiles when the titles should not have been offered. This was fixed.
- **September 2024 Fulfillment and Resource Sharing**  
Previously, **Labels** could not be configured on the Brief Audit Fields code table (**Configuration > Fulfillment > Resource Sharing > Brief Audit Fields**). This was fixed.
- **September 2024 Rapido**  
In some cases, the Data Sharing Profile (**Configuration > General > General Configuration > Data Sharing Profile**) could not be saved. This was fixed.
- **September 2024 Rapido**  
Previously, setting the Resource Sharing Request Confirmation letter (**Configuration > General > Letters > Letters Configuration**) to `active` did not work. This was fixed.
- **September 2024 Rapido SF: 06770395**  
In some cases, receiving an item for a manually created borrowing request resulted in an error. This was fixed.
- **September 2024 Rapido SF: 07172754**  
Previously, **requestIt title**, **requestIt.userBlocked**, **requestIt.notLoggedIn** error messages (**Discovery > Display Configuration > Labels**) did not support HTML. This was fixed.
- **September 2024 Rapido SF: 07255200 07248884 07247455 07238872 07237913 07237460 07234143 07202069 07198597**  
Previously, book chapter requests were created with the chapter title in the book **Title**. This was fixed.
- **September 2024 Fulfillment and Resource Sharing SF: 06977090**  
Previously, the license terms were not displayed on the Download electronic resource page from a lending request. This was fixed.
- **September 2024 Rapido**  
Previously, the document delivery URL was incorrect. This was fixed.
- **September 2024 Rapido SF: 07018367**  
In some cases, the **Requested year** was not displayed correctly. This was fixed.
- **August 2024 Rapido Release Update**  
There are no issues for the August Release Update.

- **August 2024 Rapido SF: 06621092**  
In some cases, the **Renew Response** sent by the lender was not processed on the borrower's side. This was fixed.
- **August 2024 Fulfillment and Resource Sharing SF: 06468567 06493894 06661180 06706084 06723618 06762904 06901719 06942751 07012717 07030120 07103997 07130092**  
In some cases, selecting **Show file** on a borrowing request did not open the associated file. This was fixed.
- **August 2024 Rapido SF: 07189566 07178064 07174893 07170547 07139870 07121199 07110948 07053737**  
In some cases, the **PNX** from an OpenURL record displayed the incorrect article. This was fixed.
- **August 2024 Fulfillment and Resource Sharing SF: 07138224**  
In some cases, testing a connection for **Locate profile** timed out unexpectedly. This was fixed.
- **August 2024 Rapido SF: 07124923**  
In some cases, the **Invoice Printed** facet did not include results that were printed. This was fixed.
- **August 2024 Fulfillment and Resource Sharing SF: 07041721**  
Previously, the pickup location appeared even when the **Pickup Location** field was removed from the request form (**Configuration > Resource Sharing > Request Forms > Rapido Request Forms Customization**). This was fixed.
- **August 2024 Rapido**  
Previously, non-Alma administrators were unable to configure cloud apps. This was fixed.
- **August 2024 Rapido SF: 07175211**  
Previously, when viewing a digital object from the library's inventory, selecting the user's name incorrectly displayed the **Request It!** option for resource sharing. This was fixed.
- **August 2024 Fulfillment and Resource Sharing SF: 06687335**  
Previously, requests with the word **to** in the **Pages** field were not processed correctly. This was fixed.
- **August 2024 Fulfillment and Resource Sharing SF: 06880000**  
In some cases, not all lending requests were displayed in the Lending task list. This was fixed.
- **August 2024 Fulfillment and Resource Sharing SF: 07077370 07112073 07171014**  
In some cases, when sending a borrowing request for an article, the **month** and **day** were missing from the article information. This was fixed.
- **August 2024 Fulfillment and Resource Sharing SF: 07044151 07081290**  
In some cases, the borrowing request **System Control Number** was not populated with the **OCLC number** which caused requests to fail. This was fixed.
- **August 2024 Rapido SF: 07087411 07216809**  
In some cases, electronic resources from the NZ would appear on the **Download Electronic Resource** page even though they were not available for the institution. This was fixed.
- **August 2024 Rapido**  
When trying to save a request after using the **Create Rota** action from the Potential Lenders screen , an error message was displayed and the action failed. This was fixed.
- **July 2024 Fulfillment and Resource Sharing SF: 06469092 06764919**  
Previously, the metadata on the borrower side and lender side did not match for Document Delivery requests. This was fixed.
- **July 2024 Fulfillment and Resource Sharing SF: 07169867 07139061 07101569 07088788 07055866**  
Previously, expired lending request messages were generating an error and not being sent. This was fixed.
- **July 2024 Fulfillment and Resource Sharing SF: 07129399 07078834 07064085 07028082 06521480 05331501 05315114 05312115 05307343 06542131**  
In some cases, requests sent to a last resort supplier did not close after being exported when they should have been closed. This was fixed.
- **July 2024 Rapido SF: 06683561 06920680 06942791**  
In some cases, the locate process did not select the correct holding. This was fixed.
- **July 2024 Fulfillment and Resource Sharing SF: 07057906**  
When using **Shipping Items** at the Resource Sharing Library circulation desk, scanning in a barcode for a request sometimes caused an error. This was fixed.
- **July 2024 Rapido SF: 06516979 06737356 07065098**  
Previously, the **Complete the request** checkbox was missing from the Ship Digitally page. The checkbox was added to the page.

- **July 2024 Rapido SF: 07159366**  
When title was one of the fields used for locating resources, the self owned mediation rule did not always work for article requests. This was fixed.
- **July 2024 Rapido SF: 06807825 06866185**  
Previously, selecting the **Click here to place a request** link did not direct the user to the correct part of the screen. This was fixed.
- **July 2024 Rapido SF: 06966653 07054019**  
Changes to the **Organization unit name (Configuration > General > Libraries > Add a Library or Edit Library > Libraries** tab) were not reflected in the Resource Sharing Directory Member. This was fixed.
- **July 2024 Fulfillment and Resource Sharing SF: 06784660 07030223**  
Previously, the right pane **Requested Format** field value was always presented in English rather than the configured language. This was fixed.
- **June 2024 Rapido SF: 06651295 07098219**  
When a CDI records included a linktorsrc in the pnx but there was no full text link, the Rapido tiles would be hidden if there was a display logic rule to hide them when the full text existed. This was fixed.
- **June 2024 Rapido SF: 06724455 06935776**  
Previously, bar codes were missing from printouts when printing from the Printouts Queue. This was fixed.
- **June 2024 Rapido SF: 06637030 06734582 07090216 07099144 07127264**  
When an institution renewed requests from the same partner, the wrong loan due date was applied. This was fixed.
- **June 2024 Rapido SF: 06708095**  
In some cases, no physical Rapido offer were found for items that were available from a partner. This was fixed.
- **June 2024 Rapido SF: 06698805**  
Previously, when an AcceptItem NCIP message was received, the outgoing request was not saved with the due date. This was fixed; however, the due date will not update if the item has been received by the library already.
- **June 2024 Rapido SF: 07000098**  
Previously, the Borrowing request facet **Activity Status** Completed was not translated. This was fixed.
- **June 2024 Rapido SF: 06891178**  
Previously, borrowing requests created by searching the Global index did not remove partners which failed to locate from the rota. This was fixed.
- **June 2024 Rapido SF: 06517912 07011380**  
Previously, when a locally managed pod had the highest priority of the borrowing policy, the API did not respond with accurate data. This was fixed.
- **June 2024 Rapido SF: 06370865**  
Previously, when creating a request through the Rapido tile, some of the meta data was missing from the request. This was fixed.
- **June 2024 Rapido SF: 06786131 06812712**  
Previously, the **Reactivate** action was not available on requests with an expired status. The action is now available.
- **June 2024 Rapido SF: 06859391**  
Previously, requests were routed to the next Rapido pod after being cancelled by staff. This was fixed.
- **June 2024 Rapido**  
Previously, reactivated requests appeared in the patron card as a status. This was fixed and it now appears as **Requested**.
- **June 2024 Rapido SF: 06493504**  
Previously, RapidILL requests were not being included in the **Rapido** facet. This was fixed.
- **June 2024 Rapido SF: 06995049**  
Previously, translations were not displayed as expected on the Rapido tile. This was fixed.
- **May 2024 Rapido Release Update**  
There are no issues for the May Release Update.
- **May 2024 Rapido SF: 06948244 06964564 06976372 07005588 07041326**  
In some cases, when searching the global index search, the search did not work as expected. This was fixed.
- **May 2024 Rapido SF: 05316811**

Previously, renewing overdue lending requests were rejected, and the status was changed to **Received by partner** rather than **Overdue request**. This was fixed.

- **May 2024 Rapido SF: 06755495**  
Previously, the **Requested Media** field was not always displayed in the **Request Information** section on the Borrowing Requests Resource Sharing task list. This was fixed.
- **May 2024 Rapido SF: 06841346**  
Rapido partners are now viewable from the Shipping Cost Borrower Rules Parameter list (**Configuration > Fulfillment > Resource Sharing > Shipping Cost Borrower Rules > Add Rule**).
- **May 2024 Rapido SF: 06690205 06844068**  
In some cases, an error was generated when sending borrowing request. This was fixed.
- **May 2024 Rapido SF: 06959278**  
When filling digital requests, the digitization file size limit has been increased from 25 MB to 1GB.
- **May 2024 Rapido SF: 06390023**  
Previously, when a lending request with an MMS\_ID from the Network Zone was sent from RapidILL, Alma rejected the request. This was fixed. Now Alma correctly creates lending requests with Network Zone MMS\_IDs.
- **May 2024 Rapido**  
The license is now always displayed on the Download Electronic Resource screen regardless of the **Enable Display of License Information** (**Configuration > Fulfillment > Discovery Interface Display Logic > Other Settings**) value.
- **May 2024 Rapido SF: 06684433**  
Previously, the quick print dialog did not work as expected when shipping multiple items. This was fixed.
- **May 2024 Rapido SF: 06743441**  
When adding new rules (**Configuration > Resource Sharing > Mediation > Borrowing Mediation Rules**), the Rapido partners are now visible.
- **May 2024 Rapido SF: 06918107**  
The **Agree to copyright terms** checkbox was removed from the Lending task list side pane.
- **May 2024 Rapido SF: 07005541**  
In some cases, when selecting **Enrich from Global Index**, the request was not recalculated and routed to the next partner in the rota. This was fixed.
- **May 2024 Rapido SF: 06621092**  
In some cases, the **Renew Response** sent by the lender was not processed on the borrower's side. This was fixed.
- **May 2024 Rapido SF: 06802260**  
In some cases, the wrong font was used on the print slips. This was fixed.
- **May 2024 Rapido SF: 06817364 06929735**  
In some cases, the RapidR pod did not appear for institutional members. This was fixed.
- **May 2024 Rapido SF: 06783317**  
When accessing Rapido from Firefox, the fields in the Request form were not wide enough to display all of the information. This was fixed.
- **May 2024 Rapido**  
An error message is now displayed when performing an action that is not supported when excluding facets (for example, borrowing action: export, lending actions: export, print/download report).
- **May 2024 Rapido**  
Previously, only outgoing messages were visible from the **Attachments** tab. Now, the incoming ISO messages is also viewable from the **Attachments** tab.
- **May 2024 Rapido SF: 06980338 06993356**  
When opening the Resource Sharing form for a title that only existed in the NZ, and the General Electronic Services Bib Fields Enrichment mapping in the IZ was customized, the form did not auto-populate. This was fixed.
- **April 2024 Rapido SF: 06528916 06752398 06975787**  
In some cases, borrowing requests had Rapido indicator=yes even when the request was attached to a non Rapido partner. This was fixed. The fix will apply to future requests.
- **April 2024 Rapido SF: 06689889 06707950 06735547 06819012 06925717 06965804**  
In some cases, lending requests were duplicated. This was fixed.
- **April 2024 Rapido SF: 06807825 06866185**

- Selecting the **Click here to place a request** link did not direct the user to the correct part of the screen. This was fixed.
- **April 2024 Rapido SF: 06697449**  
Previously, when sending a digital borrowing request to a Rapido partner, the email address sent belonged to the patron rather than the library, and the attachment was missing. This was fixed.
  - **April 2024 Rapido SF: 06638774 06740244**  
In some cases, the member borrowing policy did not apply the configured policy. This was fixed.
  - **April 2024 Rapido SF: 06572510**  
In some cases, the year format for borrowing requests was formatted incorrectly, which caused RapidILL requests to fail. This was fixed.
  - **April 2024 Rapido SF: 06653440 06843870**  
In some cases, the RapidR partner did not receive updates when items were shipped. This was fixed.
  - **April 2024 Fulfillment and Resource Sharing SF: 06576251**  
Previously, the Document Delivery Notification Letter was missing the data contained in the <flat\_d> field. This was fixed.
  - **March 2024 Rapido**  
In some cases, digital requests were not rejected as expected. This was fixed.
  - **March 2024 Rapido SF: 06684942 06734611**  
In some cases, OpenURL did not transfer all metadata to the request. Now, when a request is created from openURL, a note is added with the URL.
  - **March 2024 Rapido SF: 06447675**  
In My Library, non-Rapido digital requests were incorrectly marked as **Complete** rather than **In Progress** after being shipped. This was fixed.
  - **March 2024 Fulfillment and Resource Sharing SF: 06909105**  
In some cases, the Received Items window Item Policy descriptions and Locations were displayed in English rather than in the selected language. This was fixed.
  - **March 2024 Fulfillment and Resource Sharing SF: 06735549**  
In some cases, the Ful Lost Email was not sent for lost borrowing requests This was fixed.
  - **March 2024 Rapido SF: 06821584**  
In some cases, a reactivated borrowing request that was rejected and complete; however, the linked patron physical item request remained active. This was fixed.
  - **March 2024 Fulfillment and Resource Sharing SF: 06833923 06928456**  
Previously, the Blank ILL form opened with default **Book** and format **Physical** rather than **Article** and format **Digital**. This was fixed.
  - **February 2024 Rapido Release Update**  
There are no issues for the February Release Update.
  - **February 2024 Fulfillment and Resource Sharing SF: 06680840 06681627**  
When the print slip was sent by email, the print slip did not open even when a success message was displayed. This was fixed.
  - **February 2024 Rapido SF: 06606878**  
In some cases, the Get It section did not display the pickup list of institutions. This was fixed.
  - **February 2024 Rapido SF: 06929751**  
In some cases, when a request was assigned to a lender, but the request failed to be received, no error was generated. This was fixed.
  - **February 2024 Fulfillment and Resource Sharing SF: 06681627 06684433 06708573 06730805 06731941 06762570 06847405 06947566 06956077 06965903**  
In some cases, the Quick print window for the Resource Sharing Shipping Slip Letter was not displayed as expected. This was fixed.
  - **February 2024 Fulfillment and Resource Sharing SF: 06468567 06493894 06661180 06706084 06723618 06762904 06901719 06942751**  
In some cases, selecting **Show file** on a borrowing request did not open the associated file. This was fixed.
  - **February 2024 Rapido SF: 06822506**  
In some cases, when calculating items for serial multi volumes, an error occurred when printing all items in the letters.

This was fixed.

- **February 2024 Rapido SF: 06879314**  
In some cases, when users shared the same pod, a duplicate partner was created. This was fixed.
- **February 2024 Fulfillment and Resource Sharing SF: 06696033 06773525 06853099 06869112**  
In some cases, when a request was changed from digital to physical, the request status incorrectly changed to **Returned item to partner**. This was fixed.
- **February 2024 Fulfillment and Resource Sharing SF: 06848438**  
In some cases, the lending request would display the first value from the **Requested Media** dropdown list rather than a blank value. This was fixed.
- **February 2024 Rapido SF: 06846337 06862449 06866571 06924769**  
In some cases, the Display Logic Rule failed to calculate the Primo request options. This was fixed.
- **February 2024 Fulfillment and Resource Sharing SF: 06746793**  
In some cases, when an item was received by the Circulation Desk, the wrong **Pickup location** was displayed in the right pane. This was fixed.
- **February 2024 Rapido SF: 006678683 06745017**  
In some cases, loans that should have been blocked were shipped. This was fixed.
- **February 2024 Fulfillment and Resource Sharing SF: 06802260**  
In some cases, the wrong font was outputted on the print slips. This was fixed.
- **February 2024 Fulfillment and Resource Sharing SF: 06587987 06844403**  
In some cases, when selecting a location in the Create Move Request dialog box, the loan was not recalled, and the **Ship physically** was created with a "Pickup From Shelf" status rather than "Place in Queue:1". This was fixed.
- **February 2024 Fulfillment and Resource Sharing SF: 06486736 06505299**  
In some cases, lending libraries received duplicated requests. This was fixed.
- **February 2024 Fulfillment and Resource Sharing SF: 06785824**  
The **Expiry Time (days)** field was missing from the **Parameters** tab (**Fulfillment > Resource Sharing > Partners**) for ISO 18626 partners. This was fixed.
- **January 2024 Fulfillment and Resource Sharing SF: 06978810**  
In some cases, the Rapido Expand search in the Advanced Search did not work. This was fixed.
- **January 2024**  
In some cases, selecting the side pane back button returned the user to the old resource sharing UI. This was fixed.
- **January 2024 SF: 06787073**  
In some cases, lending requests failed to create an automatic move request. This was fixed.
- **January 2024 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.