
eBook Requests

Note

Future releases will include:

- End user ability to choose eBook or physical at point of request
 - Staff can manually request for eBooks on behalf of the user
 - eBook requests using the blank form
 - Out-of-the-box eBook analytics reports
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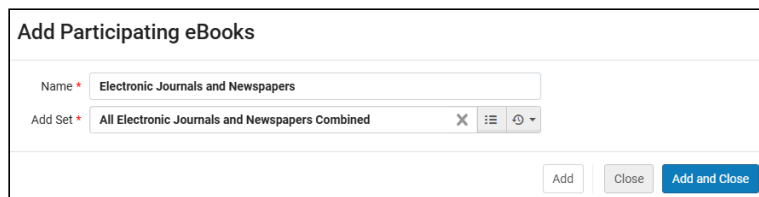
Lending Configurations

Configuring Digital Lending Policies

Members who are part of an eBook pod can configure their eBook participating item policies to include sets that contain EILL Eligible items.

To configure eBook participating item policies:

1. From the **Digital Lending Policies** tab ([Configuration > Resource Sharing > Configuration > Members](#)), select **Add Participating eBooks**.
2. From the **Add Set** dropdown list, select a predefined set ([Admin > Manage Jobs and Sets > Manage Sets](#)) to include in the eBooks available for lending. For more information on creating sets, see [Creating Logical Sets](#).

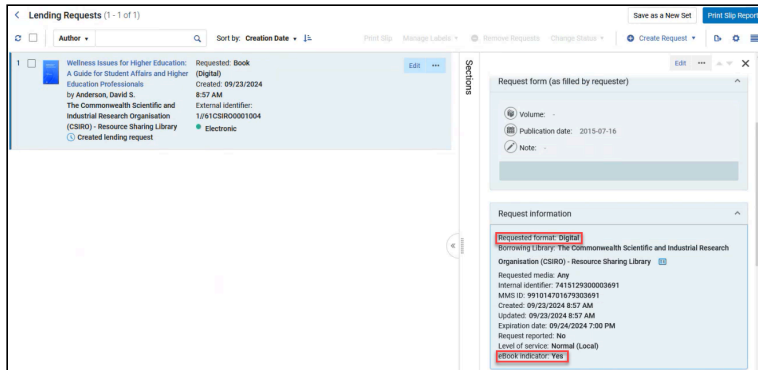


The screenshot shows a dialog box titled "Add Participating eBooks". It has two input fields: "Name" with the value "Electronic Journals and Newspapers" and "Add Set" with a dropdown menu showing "All Electronic Journals and Newspapers Combined". Below the fields are three buttons: "Add", "Close", and "Add and Close".

The logical set is added to the participating eBooks available for lending.

Creating Sets for Workflow Management

When the lending library receives the request, an **eBook indicator** is added to the right pane **Request information**. Sets can be created to include or exclude eBooks, and requests can be faceted by **eBook Indicator**.

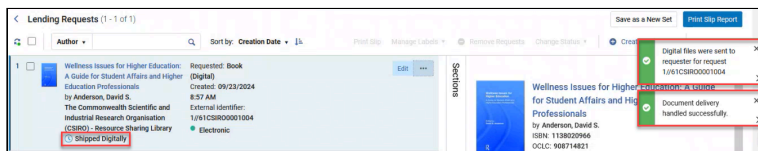


Request information eBook Indicator

The lender can fulfill the request using the **Download Electronic Resource** or **Ship item digitally** actions. Once shipped, messages that the request was sent successfully are displayed and the request status changes to **Shipped Digitally** on both the lending and borrowing requests.

Note

The request is not complete until the **Complete eBook Request** runs. See [eBook Complete Request Job](#).



Lending Shipped Digitally

Borrowing Configurations

eBook Complete Requests Job

Note

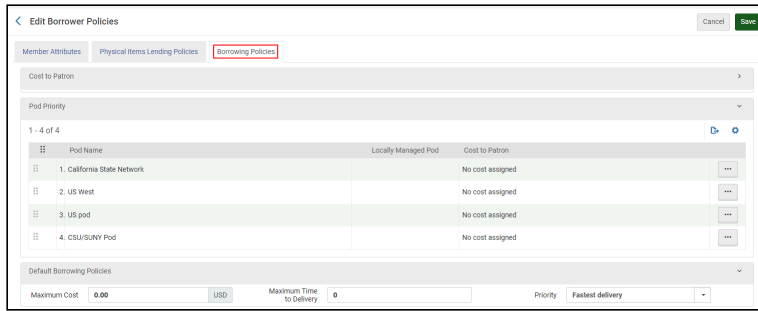
This job must be configured for the eBook functionality workflow to be properly completed.

For borrowing requests, the **Complete eBook Request** job (**Configuration > Resource Sharing > General > Rapido Jobs Configuration**) initiates a return action workflow for each request on all requests that have a due date prior to the current date. Once the action ends successfully, the borrowing request updates from **Shipped digitally** to **Request completed**.

For lending requests, the job sends a return message to the lender. Once the lending request is assigned the **Returned by Partner** status, the request updates to **Request completed**.

Defining Pod Priorities

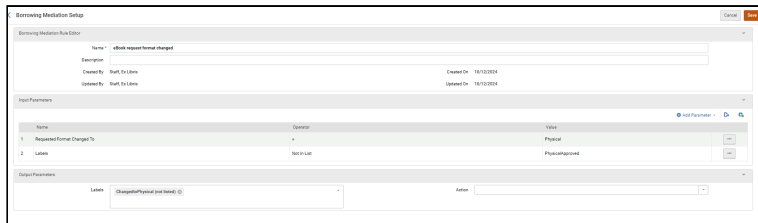
Configure the **Borrowing Policies** (**Configuration > Resource Sharing > Configuration > Members > Borrowing Policies**) pods order based on priority. Set the pod priority by dragging and dropping the **Pod Name**.



Borrowing Policies pod priority

Mediation Rule Options

The borrowing mediation rule parameters **eBook Request** and **Requested Format Changed To** ([Configuration > Resource Sharing > Rapido Rules > Borrowing Mediation Rules](#)) support creating mediation rules for eBooks. For more information, see [Mediation Rules](#).



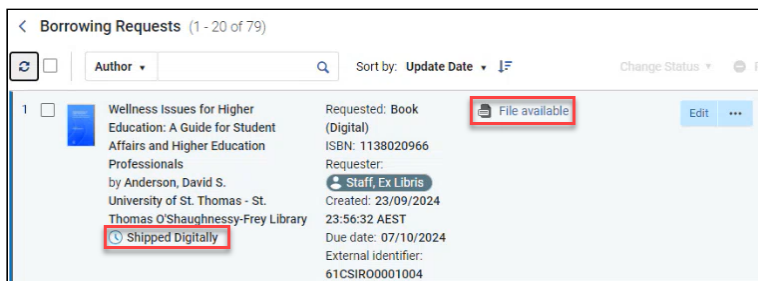
Borrowing Mediation rules

Note

The **Fill locally** action is not supported for eBook requests. We recommend including an input parameter with **not equals eBooks** when using a mediation rule with the **Fill locally** action.

Creating Sets for Workflow Management

When an eBook request is filled, a downloadable **File available** link is added to the borrowing request. Sets can be created to include or exclude eBooks and requests can be faceted by **eBook Indicator**.



Borrowing Shipped Digitally

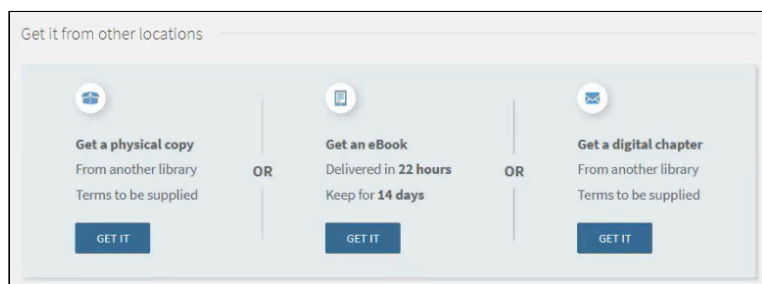
User Experience Configurations

Tile Display

If the holding is available from both the eBook pod and a physical pod, and the parameter **rapido_allow_physical_request_for_eBook** ([Configuration > Resource Sharing > General > Other Settings](#)) is set to `false`, the patron is presented with either an eBook or physical offer based on availability from the highest priority pod. Pod priority is determined by your configuration ([Configuration > Resource Sharing > Members > Borrowing Policies](#)). When the parameter **rapido_allow_physical_request_for_eBook** ([Configuration > Resource Sharing > General > Other Settings](#)) is set to `true` (default), and an eBook holding is available, the user is presented with three tiles and can choose from the digital offer, physical offer, and eBook offer.

Note

In addition to **rapido_allow_physical_request_for_eBook** ([Configuration > Resource Sharing > General > Other Settings](#)) being set to `true` (default), the eBook pod has to be listed as the first pod in the **Pod Priority list** under [Configuration > Resource Sharing > Members > Borrowing Policies](#)



Requests

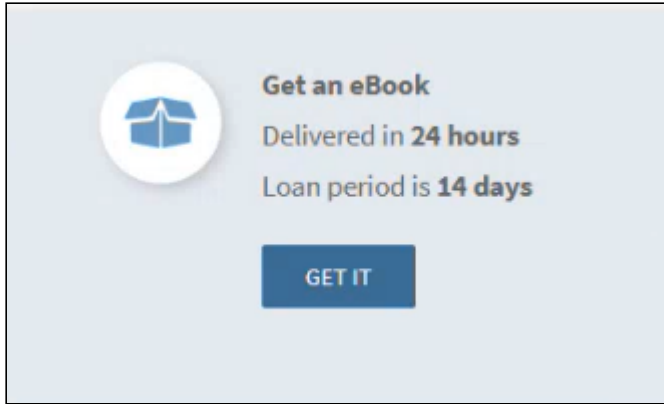
Display Logic Rules

To present eBook offers, the display logic rule parameter includes the **Rapido eBook Offer**. Customize display logic rules to present or hide offers.

Rapido Offers Using Rapido Tiles

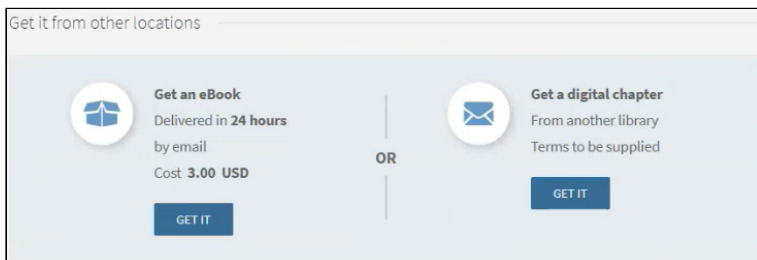
You can customize the Rapido tile labels for eBook offers. From [Configuration > Discovery > Display Configuration > Labels > Rapido Labels](#), the following can be customized:

Label	Value
rapido.tiles.electronic.best_offer.line_1	Get an eBook
rapido.tiles.electronic.best_offer.line_2.first_part	Delivered in
rapido.tiles.electronic.best_offer.line_2.second_part	days
rapido.tiles.electronic.best_offer.line_3.first_part	Keep for
rapido.tiles.electronic.best_offer.line_3.second_part	days



eBook offer tile

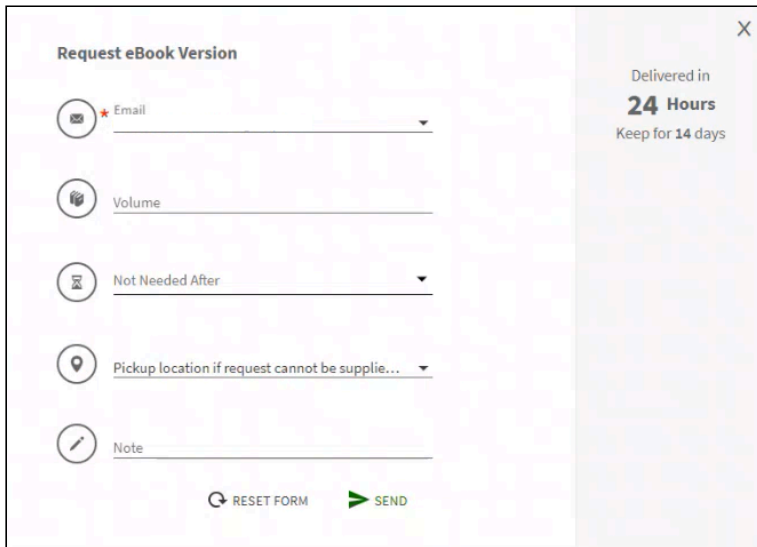
Offers from pods without loan periods do not include a loan period in the offer.



eBook offer without a loan period

Customizing the Request Form

The Request eBook Version form can be customized to add a note to the patron on the Request eBook Version form by editing the discoveryElectronicRequestMessage.html file ([Configuration > Resource Sharing > Request Forms > Note to Patron](#)) (see [Note to Patron](#)) and to include the **Alternate Pickup Location** field (see [Rapido Offer Fields](#)).



eBook request form

Patron Card

After the request is fulfilled, the patron card timeline updates with a **Sent** status, a **Download expiry** date, and a **DOWNLOAD** link or an option to **View file**, depending on how the resource is supplied. The pod terms determine the loan period.

The screenshot shows a patron card for a digital book. The title is "Wellness Issues for Higher Education: A Guide for Student Affairs and Higher Education Professionals" by Anderson, David S. The status is "ILL. Sent". The timeline shows four stages: "Requested" (29/09/2024), "In process by lender" (29/09/2024), "Shipped" (29/09/2024), and "Sent" (29/09/2024). A "Download expiry" date of 13/10/2024 is highlighted in red. A "DOWNLOAD" button is also visible.

Patron card

User Notifications

If the Document Delivery Notification Letter is enabled (**Configuration > General > Letters > Letters Configuration**), the letter is sent to the patron with a link to the file and the **Borrowing Terms**.

The screenshot shows a notification letter titled "Delivery of Your Library Digitization Request". The text reads: "Your request to create a digital version of the following material has been completed. Title: The social worker as manager : a practical guide to success / To download and view the file [click here](#). Borrowing Terms: Keep for 21 Days. The maximum number of views of the resource is 5. Sincerely, University of St. Thomas Libraries Access Services Department". The "Borrowing Terms" field is highlighted in red.

Document Delivery Notification Letter

Note

The eBook expiry period is derived from the pod terms and not library settings (**Configuration > Fulfillment > General > Other Settings**).

Note

The out-of-the-box document delivery notification letter and change of terms were modified. If your letters were customized prior to the January 2025 release, see [Available Fields for Rapido Letters](#) to utilize the eBook fields.
