

## Service Expectations

All Rapid libraries follow established service expectations in the following areas:

- Turnaround time
  - Service quality
  - Reciprocity
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## Turnaround Time

Rapid participants agree to provide 24-hour turnaround time (Monday-Friday) for lending requests. This is described as the following:

- Locating and filling a request within 24 hours of receipt.
  - Updating to unfilled or bad citation with 24 hours when an item cannot be located on the first retrieval attempt.
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## Service Quality

Participants agree to do the following:

- Transmit articles using Article Exchange, Odyssey, RapidX (or comparable software) to provide high quality delivery.
  - Monitor article scanning for quality and consistency.
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## Reciprocity

Rapid libraries agree to reciprocity to Rapid requests.

- Reciprocity does not automatically extend to requests received by means other than Rapid.
- Exceptions include the optional commercial document suppliers.