

## Rapido 2021 Release Notes

### Search for what you need

Search: Release:

Showing results for: [Developments](#):

| [Resolved Issues](#):

Click [here](#) to view the monthly release and maintenance schedules.

### Issues to Note

This release includes the following UI enhancements:

- When collapsing/expanding the right pane, Rapido remembers your last action. The default is collapsed



- is now at the top left corner of the borrowing/lending requests pages.
- Icons now include the description text and a counter.



Icon example

## Developments

### Confirmation Email When a Request is Placed

#### December 2021 Fulfillment - Resource Sharing



#### Idea Exchange

When configured ([Configuration > General > Letters > Letters Configuration > Resource Sharing Request Confirmation Letter](#)), Rapido now sends a confirmation email when a request is placed. This letter is disabled by default.

## Resource Sharing Request Confirmation Letter

Dear Sir/Madam,

We would like to inform you that we received your Resource Sharing request. Please see details below:

**Internal Identifier:** 173165590000611  
**Title:** Colombia: what everyone needs to know  
**Chapter Title:** Bogota  
**By:** Mahoney, Richard D  
**Format:** Digital  
**Chapter Number:** 1  
**Publication Date:** 2020  
**Request Note:** This is urgent, please rush

Please contact the library with any question

Sincerely

### Confirmation Letter

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

## Differentiate Between Requests Origin

### December 2021 Rapido

To improve the blank request workflow, Rapido now differentiates between requests that originated from the blank form from those created from the Rapido offers. Users can facet by **Request Created From Blank Form** and can save these requests as a new set. Additionally, you can use this feature to stop for mediation when configured in **Resource Sharing > Rapido Rules > Borrowing Mediation Rules > Request Created From Blank Form**.

The screenshot displays the Rapido interface for managing borrowing requests. On the left, a sidebar contains various filters, with 'Request Created From Blank Form' highlighted in red. The main area shows a list of 7 borrowing requests. Request 5 is selected, and its details are shown on the right. A red box highlights the 'Created from blank form' tag in the 'Request form (as filed by requester)' section of the details panel.

### Facet origin

For more information, see [Facets](#) and [Available Mediation Rules](#).

## Preview Files Before Supplying

### December 2021 Rapido

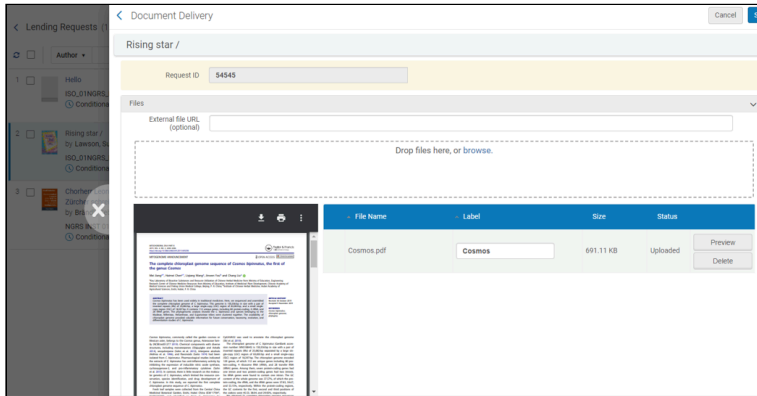
When a borrower uploads a file or when a lender ships an item digitally, it is now possible to preview the files prior to uploading/shipping them to ensure the correct file is being sent.

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## Note

For this feature, your browser settings must be configured to allow viewing of PDF files.

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### Preview file

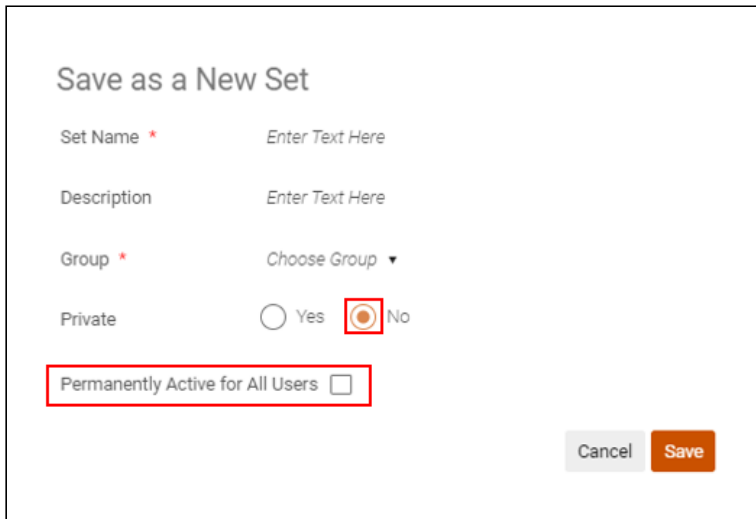
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## Rapido Sets — Force to All Resource Sharing Staff

### December 2021 Rapido

When creating or managing sets, for public sets, you now have the option to activate a set for all users.

Only fulfillment administrators and managers can create and delete these sets.

A screenshot of a "Save as a New Set" form. The form contains the following fields: "Set Name" with a red asterisk and a placeholder "Enter Text Here"; "Description" with a placeholder "Enter Text Here"; "Group" with a red asterisk and a dropdown menu "Choose Group"; "Private" with two radio buttons, "Yes" and "No", where the "No" button is selected and highlighted with a red box; and "Permanently Active for All Users" with an unchecked checkbox, also highlighted with a red box. At the bottom right, there are "Cancel" and "Save" buttons.

### Permanently Active for All Users

For more information, see [Creating Sets](#).

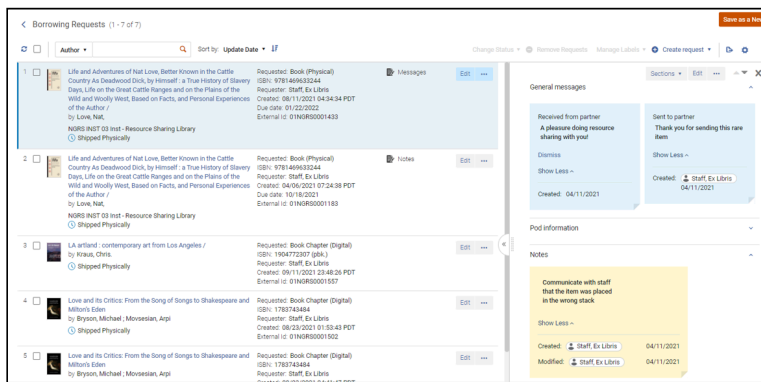
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## Add Created Date and Staff Information to General Messages and Notes

### December 2021 Rapido

**General messages** and **Notes** now include **Created/Modified** dates and staff information and indicates if the message

was received from or sent to a partner.



### General messages and Notes

## Create Move Digitization Request

### December 2021 Rapido

Rapido now offers digitization automation for requests for journal articles found via Rapid while enabling a manual process for those that were not found in the Rapid Pods.

#### Note

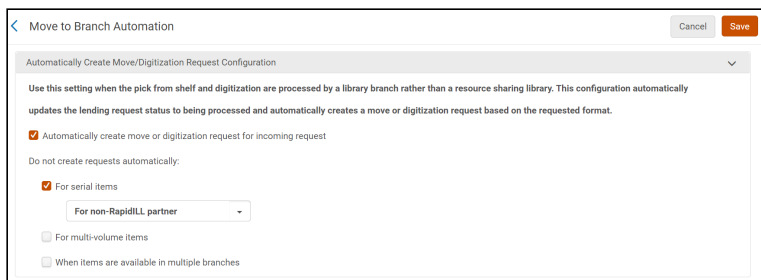
You do not need to make any changes to utilize this feature. Your current setup will continue to work as you have it configured.

Use this setting when **pick from shelf** and **digitization** are processed by a library branch rather than a resource sharing library.

This configuration automatically updates the lending request status to **being processed** and automatically creates a move or digitization request based on the requested format.

You have the option to exclude automating requests:

- For serial items
  - Always
  - For non-RapidILL partners
- For multi-volume items
- When items are available in multiple branches



## Move to Branch Automation

For more information, see [Branch Automation](#).

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## Reshare Integration — Push Borrowing Request

### December 2021 Fulfillment - Resource Sharing

You now have the option to push user borrowing requests to Reshare. Rapido can check whether the resource is found in the ReShare network without your users needing to leave their known discovery system. Additionally, your users do not need to enable Rapido to search for the resource they need via the various resource sharing options that your institution supports.

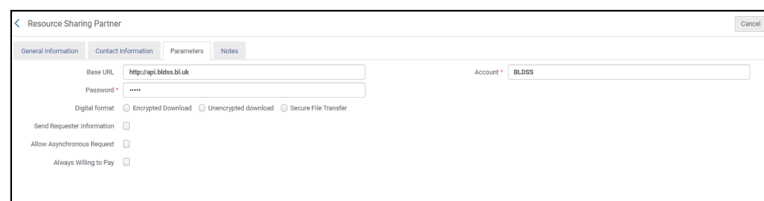
For more information, see [Integrating Reshare](#).

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## Default to Always Willing to Pay

### December 2021 Rapido

Institutions that are always willing to pay for BLDSS partner resources can now default to **Always Willing to Pay** (**Fulfillment > Resource Sharing > Partners**).



The screenshot shows a web form titled "Resource Sharing Partner" with tabs for "General Information", "Contact Information", "Parameters", and "Notes". The "General Information" tab is active. Fields include "Base URL" (http://api.bliss.bl.uk), "Account" (BLDSS), and "Password". There are three radio buttons for "Digital format": "Encrypted download", "Unencrypted download", and "Secure File Transfer". At the bottom, there are three checkboxes: "Send Requester Information", "Allow Asynchronous Request", and "Always Willing to Pay", all of which are currently unchecked.

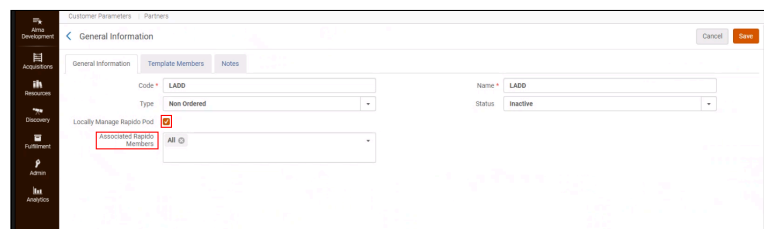
### Always Willing to Pay setting

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## Assign Associated Rapido Members

### December 2021 Rapido

When configured (**Configuration > Fulfillment > Resource Sharing > Rota Templates**), locally managed pods can now be associated with specified Rapido members.



The screenshot shows a web form titled "Customer Parameters - Partners" with tabs for "General Information", "Template Members", and "Notes". The "General Information" tab is active. Fields include "Code" (LADD), "Name" (LADD), "Type" (Non Ordered), and "Status" (Inactive). A "Locally Manage Rapido Pod" checkbox is checked. Below it, a dropdown menu labeled "Associated Rapido Members" is highlighted with a red box and currently shows "All".

### Associated Rapido Members

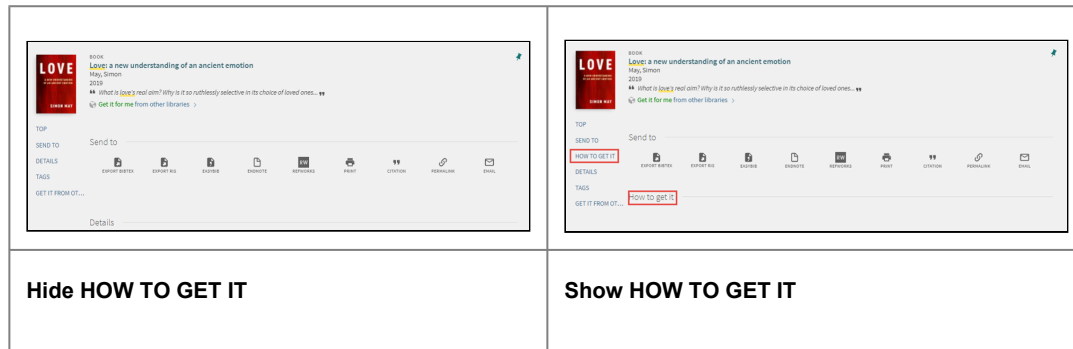
For more information, see [Borrowing Policies](#).

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## Hide HOW TO GET IT Section

November 2021 Rapido

Rapido now enables you to hide the **HOW TO GET IT** section so that if this feature is not used by your institution, you can remove it. To hide this section, from **Resource Sharing > General > Other Settings** set `rapido_hide_how_to_get_it_section` to false. By default, this setting is set to true.



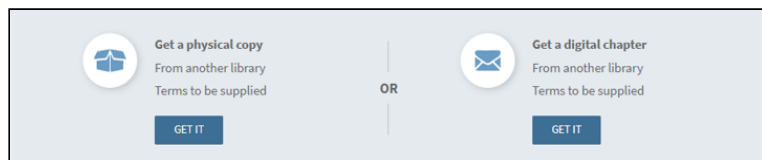
For more information, see [Hiding Sections](#).

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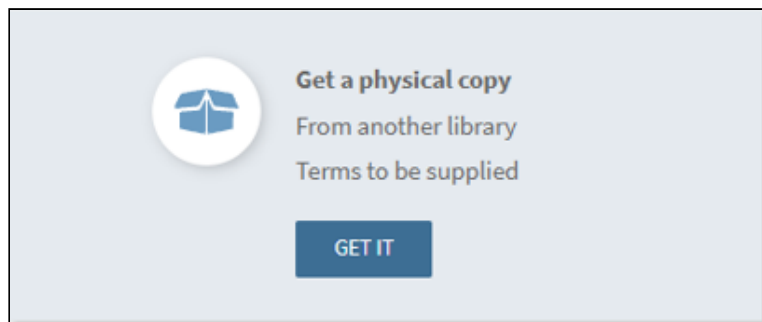
## Configure When to Present Which Rapido Tiles

November 2021 Rapido

Rapido now enables you to configure when to present specified Rapido tiles and when to hide them. Select **Configuration > Fulfillment > Discovery Interface Display Logic > Display Logic Rules > New > Add Rule** to select which services to hide when the Offer has no known terms and set the **value** to True.



Show physical and digital services



Show physical services and hide digital services

For more information, see [Presenting Rapido Tiles](#).

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## Change of Terms Updates

### November 2021 Rapido

Rapido now offers the option to notify patrons when the cost has changed. Configure the **Change Rapido Request Terms Letter** from **Configuration Menu > General > Letters > Letters Configuration**.

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## Creating Sets Based on Criteria

### November 2021

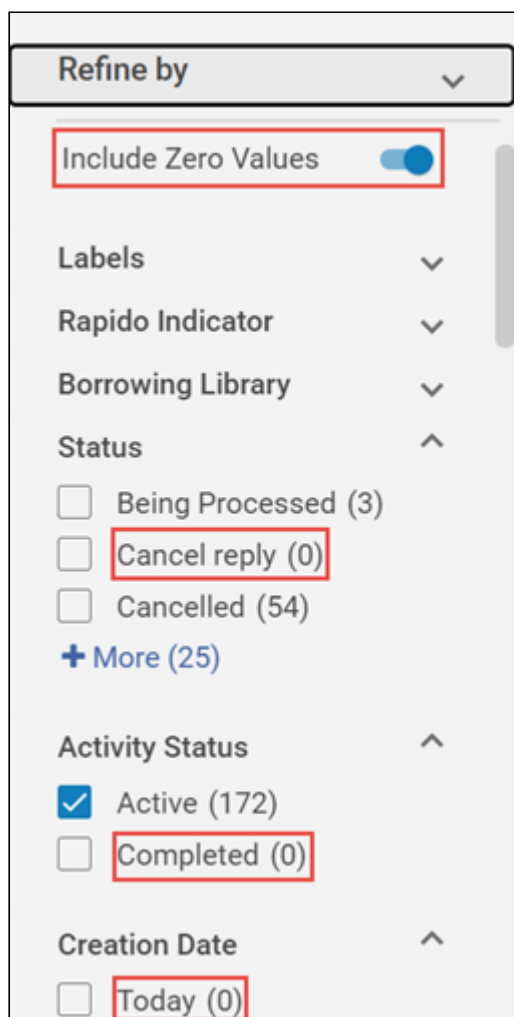
To enable you to create sets based on criteria for requests that do not yet exist, Rapido includes an **Include Zero Values** toggle button. When enabled, facets with zero value are displayed. Select the relevant facets with zero values to create sets for future use.

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#### Note

**Include Zero Values** does not apply to certain facets such as labels for notes on requests or mediation, borrowing/lending libraries, dates, notes, etc.

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Include Zero Values toggle button

For more information, see [Creating Sets](#).

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## Change Resource Sharing Request Type

### November 2021 Rapido

Rapido now includes access to the Change RS Request Type cloud app to convert Rapido borrowing requests from books to articles and articles to books without having to cancel a request and create a new one.

For more information, see [Change RS Requests Type](#).

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## Assign POD Priority at the IZ Level

### November 2021 Rapido

For some institutions, it might be relevant to set the POD priority at the IZ level rather than at the member level. To do so, from **Resource Sharing > Configuration > Institutional Borrowing Policy**, select **Use Institutional Borrowing Policies**. Define your **Default Borrowing Policies** and **Save**. Using this feature overrides the settings in the individual member's policies (**Resource Sharing > Configuration > Members**).

Edit Borrower Policies

Use Institutional Borrowing Policies

Default Borrowing Policies

Maximum Cost: USD | Maximum Time to Delivery: Enter Days | Priority: Fastest delivery

Special Borrowing Policies per User Group

No records were found.

### Use Institutional Borrowing Policies

For more information, see [Borrowing Policies](#).

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## Maintain External Id for Cancelled/Rejected Requests

### October 2021 Rapido

Rapido now enables you to search by **External Id** for cancelled borrowing requests or rejected lending requests. The **External Id** is viewable in the request **History**.

Resource Sharing Borrowing Request

2063 y otras distopías

Partner Name: - | External Identifier: -

Labels | Email Partner

General Information | **History** | Rota | Parameters | General Messages | Notes | Attachments | Held By

View Mode: Full

Date	Operator	Field Name	Old Value	New Value
08/30/2021 02:49:07 EDT	exl_impl	Cancellation Reason	-	Cannot be fulfilled
08/30/2021 02:49:07 EDT	exl_impl	Status	Ready to be sent	Cancelled by staff
08/30/2021 02:49:07 EDT	exl_impl	External Id	01BRAND002081	-

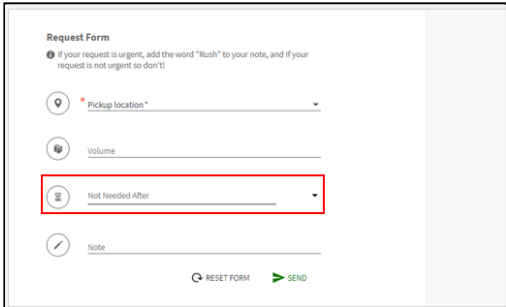
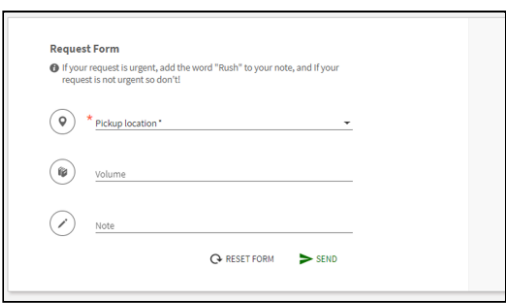
### External Id

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## Enable/Disable Rapido Form Fields

### October 2021 Rapido

Rapido now offers the option to disable fields on the form (**Settings > Resource Sharing > Rapido Request Forms Customization**). For more information, see [Rapido Offer Fields](#).

	
<b>Request Form</b>	<b>Customized Request Form</b>

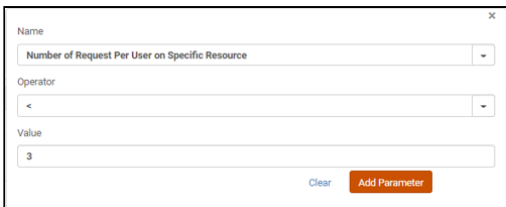
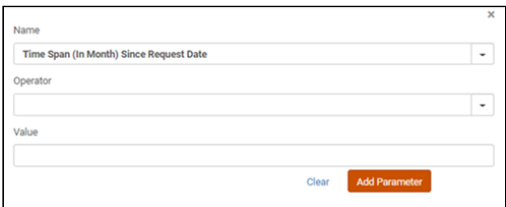
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## New Book/Journal Copyright Rule

### October 2021 Rapido

The **Borrowing Copyright Rules** (**Configuration > Resource Sharing > Rapido Rules**) now includes the following two rules:

- Number of Requests Per User on Specific Resource — How many requests a user is allowed to make for a resource
- Time Span (In Months) Since Request Date — The amount of time that needs to pass before a resource can be re-requested

	
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### Copyright Rules

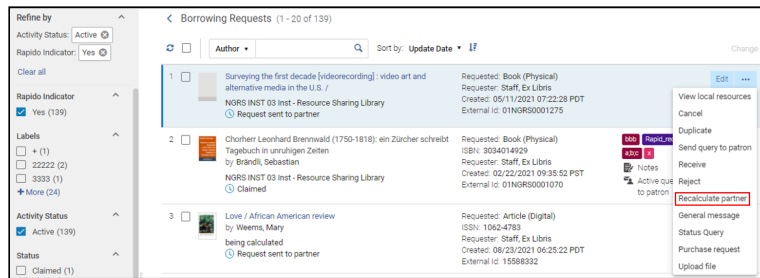
For more information, see [Copyright Rules](#).

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## Recalculate Partner Action

### October 2021 Rapido

The **Recalculate rota** action for non-Rapido requests was renamed **Recalculate partner**.



## Recalculate partner action

The **Recalculate partner** action recalculates the Rapido offers for a request and restarts the Rapido workflows.

When editing a request, you can use the **Recalculate partner** action if recalculation is required. A popup prompts you whether a recalculate should be triggered or not.

The **Recalculate partner** action behaves as follows:

- Each time the **Recalculate partner** action executes, the Rapido flow starts from scratch. This means that even if the request is not a Rapido request, the search looks for the best offer option, and if found, the request is considered a Rapido request.
- If a new offer is found and the current partner is Rapido partner, Rapido cancels the current active partner (no cancel reply is needed for Rapido requests) and sends the request to the new partner.
- If a new offer is found and the current partner is a classic Rota partner but its workflow does not require you to cancel the request, Rapido automatically cancels the current active partner and sends the request to the new partner.
- If a new offer is found and the current partner is a classic Rota partner and its workflow requires you to cancel the request, Rapido cancels the current active partner and waits for a reply from the partner. To calculate a new offer when a cancellation is approved, Rapido uses the new **RECALCULATE\_RAPIDO\_OFFER** in the **OUT\_RES\_SHR\_REQUEST\_NGRS** table and sets it to **TRUE**. Each time a Rapido request is rejected, before contacting the next partner, Rapido checks if the **RECALCULATE\_RAPIDO\_OFFER** is set to **TRUE** and if so, calculates the offer from the start and sets the field to be empty.
- Rapido does not remember previous calls to different partners in pods. This means that Rapido partners that already received the request and rejected it, will receive it again.
- If no offer is found or if no record is found in the GTI, the Rota assignment rules will engage. In a case where the request is assigned to a Rota, the classic behavior also occurs in Rapido.
- If a user changes the metadata of the request, the user needs to activate the recalculate offer manually if the changes require a recalculate

## Rapido Attributes Added to Borrowing Requests and Lending Requests Subject Areas

### October 2021 Rapido

The **Rapido Attributes** dimension was added to the Borrowing Requests and Lending Requests subject areas. It contains the **Rapido Pod ID** (formerly called Rapido Pod) and **Rapido Indicator** fields that were formerly located in the Borrowing Request Details dimension as well as additional fields relating to Rapido. See [Rapido Attributes](#) for more information.

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# Resource Sharing Directory

## August 2021 Rapido

The resource sharing directory is a list of Alma institutions that use resource sharing. It is available to **all** Alma institutions to copy and use to more easily expand their resource sharing network.

Non-Rapido members can join the resource sharing directory. See [Contributing to the Resource Sharing Directory](#). Once the non-Rapido member's details are in the resource sharing directory you can download the member's record, and they can download your record. Any institution joining the directory can join relevant pods in their area based on previously agreed-upon terms.

From the **Fulfillment > Resource Sharing > Partners** page, you can add the partner information and parameters.

Name	Description	Pods (in Part Of)	ISO Symbol
Technical College - Resource Sharing Library			
George Mason University - Resource Sharing Library		Rapid Returnables	RSHNSCAL_GADEPT
Illinois State University - Resource Sharing Library		SQA_EU01	RSHNSCAL_INST
University of Illinois - Resource Sharing Library			RSHNSCAL_MNH
North Carolina State University - Resource Sharing Library		SQA_EU01	RSHNSCAL_INST
University of North Carolina - Resource Sharing Library			RSHNSCAL_SHU
University of North Carolina at Charlotte - Resource Sharing Library			RSHNSCAL_BTC
University of Illinois - Resource Sharing Library		SQA_EU01	RSHNSCAL_INST
University of Illinois - Resource Sharing Library			RSHNSCAL_INST
College - Resource Sharing Library			

## Resource Sharing Partner List

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# Pod Terms Added to Pod Information

## August 2021 Rapido

The **Pod information** now includes the **Delivery time**, **Loan period**, **Cost**, and **Allow renewal**.

Requested: Book (Physical)  
ISBN: 9781936155650 (hbk.)  
Requester: Staff, Ex Libris  
Created: 03/01/2021 01:49:06 PST  
Due date: 06/28/2021  
External id: 01NGRS0001090

Requester: Staff, Ex Libris

Request information  
Requested format: Physical  
Pickup location: No Campus Resource Sharing Library  
Lending library: NGRS INST 03 Inst - Resource Sharing Library  
Request id: 168086080000611  
Created: 03/01/2021 01:49:06 PST  
Updated: 03/16/2021 01:10:10 PDT  
Due date: 06/28/2021

Pod information  
Name: East coast USA  
Delivery time: 10 Days  
Loan period: 120 Days  
Cost: 0.0 USD  
Allow renewal: No

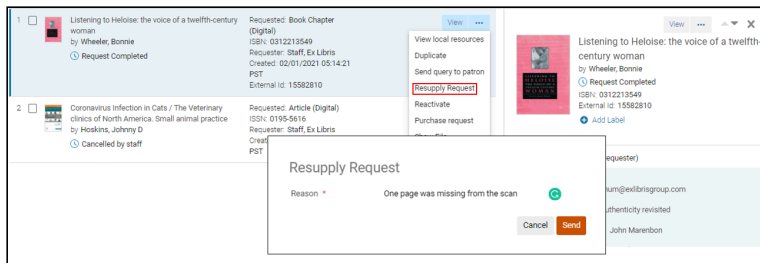
## Pod information

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# Document Delivery — Resupply Request

## August 2021 Rapido

For Rapid document deliveries, after a request is completed, Rapido enables you to refill the request in case the original request was not properly received by using the **Resupply Request** action. This action reopens the request on the borrower's side for RapidILL requests if the request is complete.



## Resupply Request action

### Note

This action can only be used once.

## Due Dates Adjusted Based on Rapido Offer

### August 2021 Rapido

The lending due date calculation includes the delivery shipping time to the borrower, the loan period, and the return shipping time to the lender.

For example, if the shipping time is **five** days and the loan period is **14** days, and the current date is **May 1, 2021**, then the **Lending Due Date = May 25, 2021** (May 1st + 5 (shipping to the borrower) + 14 (loan period) + 5 (shipping to the lender)).

Once the resource is shipped and the shipping message is sent to the borrower, the borrowing due date will also be May 25, 2021.

The loan period is the **Borrowing Due Date** minus the return shipping period. In our example, May 25th - five shipping days = **May 20, 2021**.

For more information, see [Patron Experience](#), [Borrowing Requests](#), and [Lending Requests](#).

## Rapido and RapidR (Lending) Integration

### August 2021 Rapido

Rapido now includes an option to **Enable Rapid Returnables Integration For Rapido**.

### RapidR Integration

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## Note

Full integration with Rapid is now available.

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## Rapido Pod Field Added to Analytics

### August 2021 Rapido

The **Rapido Pod** field was added to **Borrowing Requests > Borrowing Request Details** and **Lending Requests > Lending Request Details**. It contains the Rapido Pod to which the request is linked.

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## Cost Per User Group

### July 2021 Rapido

You now have the option to charge a patron based on their user group. The cost is only effective once the borrowing library receives the item. For more information, see [Cost to Patron](#).



### Patron Cost

Willing to Pay  Due date: 08/17/2021

Agree to Copyright terms

Needs patron information

Maximum Fee  Level of Service

Request Note

Request Costs

Fund

Shipping Cost  USD

Lost/Damaged Item Fee

Patron Request Cost

Patron Receive Cost  USD

### Patron Receive Cost

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## Manage Sets with Created by and Creation Date Columns

### July 2021 Rapido

The Manage Sets screen now includes Created by and Creation Date columns.

Manage Sets

Borrowing Lending

Active	Name	Description	Created by	Creation Date
1. <input checked="" type="radio"/>	Rapido Requests	-	ex_inpd	02/25/2021 01:47:59 PST
2. <input checked="" type="radio"/>	Awaiting patron information	-	ex_inpd	05/05/2021 04:36:00 PST
3. <input type="radio"/>	Awaiting Copyright Clearance	-	System	02/01/2021 06:00:18 PST
4. <input type="radio"/>	Awaiting Patron Information	-	System	02/01/2021 06:00:18 PST
5. <input type="radio"/>	Awaiting Request Mediation	-	ex_inpd	02/01/2021 06:00:18 PST

### Manage Sets columns



## Lending Requests Alerts

The alerts show the progress of the request (**In Process**, **Canceled**, or **Completed**). The following alerts are currently supported and can be configured in [Configuration > Resource Sharing > Manage Rapido Alerts](#):

- Move Request in Process
- Move Request Cancelled
- Move Request Completed
- Digitization Request in Process
- Digitization Request Cancelled
- Digitization Request Completed

Digitization Request Cancelled and Move Request Cancelled are enabled by default.

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### Note

Managing Rapido Alerts also affects all Alma alerts, including alerts related to, for example, course reserves. Verify that all required alerts are activate.

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Additionally, Rapido now includes an **Alerts** facet to better manage requests.

**Refine by** ^

Activity Status:  x

Alerts:

x

[Clear all](#)

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**Rapido Indicator** ^

Yes (1)

**Borrowing Library** ^

NGRS INST 01 Inst ... (1)

**Status** ^

Being Processed (1)

**Activity Status** ^

Active (1)

**Creation Date** ^

8-30 days ago (1)

**Update Date** ^

Today (1)

**Request Reported** ^

No (1)

**Requested Format** ^

Physical (1)

**Owning Library** ^

Resource Sharing L... (1)

**Alerts** ^

Move Request Can... (1)

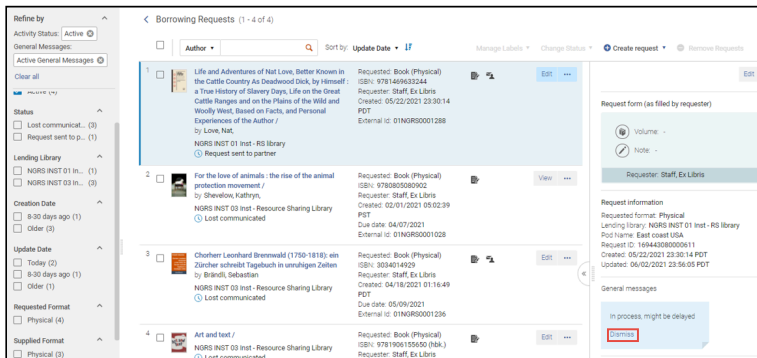
**Alerts facet**

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## Dismiss General Messages

**July 2021 Rapido**

You can now dismiss general messages from a borrowing request.

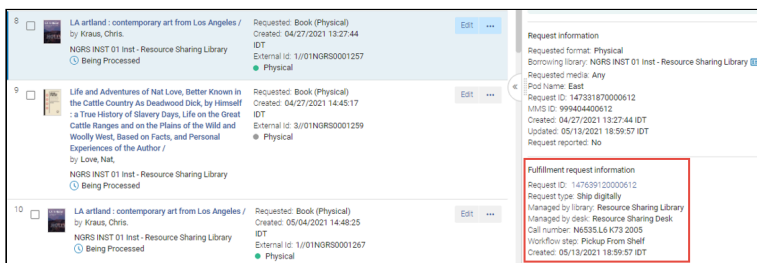


### Dismiss General messages

## Lending Request Fulfillment Information

### July 2021 Rapido

Lending requests now include the **Fulfillment request information**. Additionally, you can select the **Request ID** link to open and process the request.



### Fulfillment request information

## Improved Label Configuration for Rapido Offers

### July 2021 Rapido

While configuration of the new Rapido labels was already available in the June release, application of those labels is now live in the July release. For more information, see [Rapido Labels](#).

## Rapido Integration with RapidR

### July 2021 Rapido

Customers can work in Rapido and push borrowing requests to RapidR by selecting **Enable Rapid Returnables Integration For Rapido (Fulfillment > Resource Sharing > Parameters)**. Additionally, any further action is now visible in both Rapido and RapidR. If you want to integrate with RapidR, select **Enable Rapid Returnables Integration For Rapido**. For more information, see [Configuring RapidILL as a Resource Sharing Partner](#).

### Note

This feature will be available for lending requests from the August release.

## Rapid Integration

# Rapido and ILLiad Integration

## July 2021 Rapido

Alma institutions who are “Lenders Only” can now specify whether they are managing resource sharing from Alma or ILLiad. If ILLiad is selected (**Configuration > Resource Sharing > Members**) the lending request for this institution is created and can be managed from ILLiad.

## Member Attributes - ILLiad

When a request status changes from being calculated to presenting the Lending library details, the Lending library information and contact details are also available in the right pane.

# Push User Records to ILLiad

## July 2021 Fulfillment - Resource Sharing

Alma can now use ILLiad APIs to push user records to ILLiad (a resource sharing management system). The push only occurs if this is configured by the library and the user does not already exist in ILLiad. Before pushing a request to ILLiad, Alma verifies that the account exists and creates a user account if not.

The resource sharing partner record for ILLiad API was enhanced to enable configuration of the following API values:

- Search user in ILLiad using – the value which Alma will use to locate / create a user in ILLiad (user identifier or preferred email)
- NVTGC -free string
- Status - free string
- NotificationPreferences - repeatable free text field with two comma-separated values. The first is sent as ActivityType

and the second as NotificationType. For example, {RequestPickup,Email},{RequestOverdue,Email}.

- Notification method - 'Electronic', 'Phone' or 'Mail'
- Delivery Method - 'Hold for Pickup' or 'Mail to Address'
- Loan Delivery Method - 'Hold for Pickup' or 'Mail to Address'
- Electronic Delivery
- Authtype - 'Default', 'ILLiad'

EXPORT TO THIRD PARTY

Export to third party  No  Using email  Using API

URL \*  API key \*

Export request ID name tag

Close request when exported

Create user in ILLiad

Search user in ILLiad using \* Primary Identifier

NVTGC

Status

Notification preferences

Notification method  Electronic  Phone  Mail

Delivery method  Hold for Pickup  Mail to Address

Loan delivery method  Hold for Pickup  Mail to Address

Electronic delivery  No  Yes

Auth type  Default  ILLiad

### Create user in ILLiad

Alma looks up the user in ILLiad. The value that is used for the match is taken from **Search user in ILLiad using** mapping.

The ILLIAD response either provides details of their user record or indicates that the user cannot be found, in which case, Alma attempts to automatically create a user record in ILLiad.

## Pod Details Now Included on Borrowing and Lending Requests

### June 2021 Rapido

Pod details are now viewable on lending and borrowing requests when selecting a request and displaying the right pane or when selecting **Edit**.

Borrowing Requests (1 - 20 of 61)

Author  Sort by: Update Date

Manage Labels  Change Status  Create request  Remove Requests  Refresh

Request ID	Title	Requested Book (Physical)	Requester	Created	Due date	External id	Actions
1	Surveying the first decade [videorecording] : video art and alternative media in the U.S. / NGRS INST 02 Inst - Resource Sharing Library	Requested: Book (Physical) Requester: Staff, Ex Libris	Staff, Ex Libris	05/11/2021 05:23:35 PDT		01NGRS0001274	Edit ...
2	Chorherr Leonhard Brennwald (1750-1818): ein Zürcher schreibt Tagebuch in unruhigen Zeiten by Brändli, Sebastian	Requested: Book (Physical) ISBN: 3034014929 Requester: Staff, Ex Libris	Staff, Ex Libris	04/18/2021 01:16:49 PDT	05/09/2021	01NGRS0001236	Edit ...
3	The dog / by Burningham, John.	Requested: Book (Physical) ISBN: 0224011367 Requester: Staff, Ex Libris	Staff, Ex Libris	04/27/2021 23:23:53 PDT		01NGRS0001262	Edit ...
4	The dog / by Burningham, John.	Requested: Book (Physical)					Edit ...

Save as a New Set

Surveying the first decade [videorecording] : video art and alternative media in the U.S. /  
Request sent to partner  
External id: 01NGRS0001274  
Add Label

Request form (as filled by requester)

Pickup location: No Campus testG

Volume: -

Note: Should be 40

Requester: Staff, Ex Libris

Request information

Requested format: Physical  
Lending library: NGRS INST 02 Inst - Resource Sharing Library

Pod Name: East

Request ID: 169231700000611  
Created: 05/11/2021 05:23:35 PDT  
Updated: 05/11/2021 05:24:07 PDT

### Right-pane Pod details

### Pod details on Edit window

## Enable Option to Exclude Records from Rapido Holding Index

### June 2021 Rapido

You can now exclude records from the Rapido holdings index by using Suppress from External Search option. For more information, see [Suppressing Bibliographic Records from External Search](#). For more information, see [Rapido Holdings Index Records](#).

## Ability to Create Resource Sharing Requests Between Libraries in the Same IZ

### June 2021 Rapido

This option enables you to have resource sharing between members in the same Alma institution zone.

#### Note

This is not a standard configuration. Contact Ex Libris support prior to using this.

## Improved Label Configuration for Rapido Offers

### June 2021 Rapido

Beginning with the June release, you can configure the new Rapido labels (**Discovery > Labels > Prima Rapido Labels**). Each new tile begins with rapido.tiles.xxx. For more information, see [Rapido Labels](#).

#### Note

The tiles can already be customized now, but the effects will only take place after the July 2021 Rapido release.

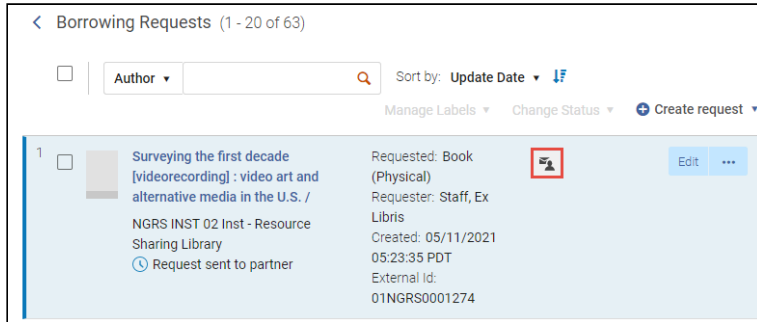
154	<input type="checkbox"/>	<input type="checkbox"/>	rapido.tiles.physical.best_offer.line_1	Get a physical copy	Get a physical copy
155	<input type="checkbox"/>	<input type="checkbox"/>	rapido.tiles.physical.best_offer.line_2.first_part	Delivered in	Delivered in
156	<input type="checkbox"/>	<input type="checkbox"/>	rapido.tiles.physical.best_offer.line_2.second_part	Days	Days
157	<input type="checkbox"/>	<input type="checkbox"/>	rapido.tiles.physical.best_offer.line_3.first_part	Keep for	Keep for
158	<input type="checkbox"/>	<input type="checkbox"/>	rapido.tiles.physical.best_offer.line_3.second_part	days	days
159	<input type="checkbox"/>	<input type="checkbox"/>	rapido.tiles.digital.best_offer.line_4	Cost	Cost
160	<input type="checkbox"/>	<input type="checkbox"/>	rapido.tiles.physical.no_best_offer.line_1	Get a physical copy	Get a physical copy
161	<input type="checkbox"/>	<input type="checkbox"/>	rapido.tiles.physical.no_best_offer.line_2	From another library	From another library
162	<input type="checkbox"/>	<input type="checkbox"/>	rapido.tiles.physical.no_best_offer.line_3	Terms to be supplied	Terms to be supplied
163	<input type="checkbox"/>	<input type="checkbox"/>	rapido.tiles.digital.best_offer.line_1	Get a digital copy	Get a digital copy
164	<input type="checkbox"/>	<input type="checkbox"/>	rapido.tiles.digital.best_offer.line_2.first_part	Delivered in	Delivered in
165	<input type="checkbox"/>	<input type="checkbox"/>	rapido.tiles.digital.best_offer.line_2.second_part	Hours	Hours
166	<input type="checkbox"/>	<input type="checkbox"/>	rapido.tiles.digital.best_offer.line_3	by email	by email

### Title labels

# Add Send Query to Patron Indication to Borrowing Request

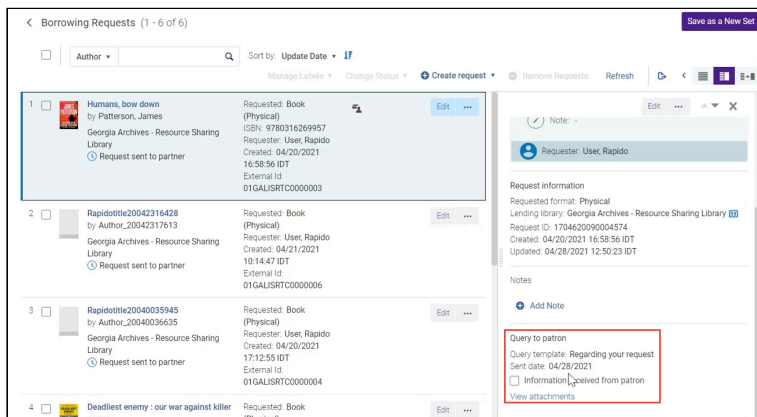
## June 2021 Rapido

Rapido has added an icon as an indicator to alert the user when a query was sent to a patron. Upon emailing a patron through the **Send query to patron** action, an icon is displayed indicating that you have sent a correspondence to the patron.



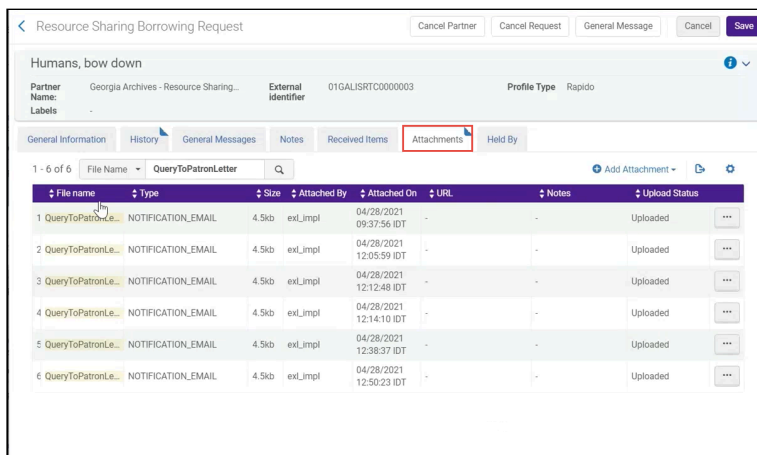
### Query icon

Additionally, a **Query to patron** section display on the right-pane of the request with the details of the query. Upon selecting **Information received from patron** and refreshing the page, the icon is removed.



### Query to patron details

Query activity is also viewable when editing a request and selecting **Attachments**.



## Attachments

We have also added a facet to filter by **Need Parton Information** for requests with active patron notes. Additionally, you can create a set based on requests with active patron notes.

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## Partner Card Now Includes RapidILL Requests

### May 2021 Rapido

Selecting



displays the primary email contact as defined in RapidILL.

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### Note

This option is only available for newly created requests.



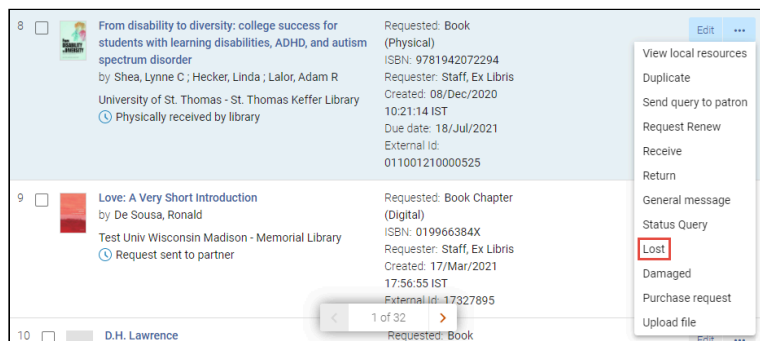
### Partner card

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## Lost Action for Lenders

### May 2021 Rapido

The **Lost** action is now an option for lenders. When the patron reports that a borrowed item is lost, the borrowing library updates the status to Lost. This enables the lending library to collect payment for the lost item according to the TOU.



### Lost action

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## Time Added to Requested Creation Date

### May 2021 Rapido

Requests now include the time of the creation date so that requests can be sorted and prioritized by the time of day the request was placed.

The life and letters of Fitz-Greene Halleck by Wilson, James Grant RPDO - Gettysburg - Main Library Request sent to partner	Requested: Book Chapter (Digital) Requester: Staff, Ex Libris Created: 24/Mar/2021 09:37:31 IST External ID: 17358185	Request information Requested format: Digital Lending Library: RPDO - Gettysburg - Main Library Request ID: Z2669240000121 Created: 24/Mar/2021 09:37:31 IST Updated: 05/Apr/2021 10:38:26 IDT
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**Time**

## Display Number of Requests for Each Set in Quick Links Menu

**May 2021 Rapido**

The Sets menu now displays a clickable number of requests received for that set to quickly display requests for the selected set. This option enables you to prioritize which sets require attention based on the number of outstanding requests.

**Resource Sharing Requests** ⚙️ ↗️ ✕

Borrowing
Lending
🔍

All active borrowing requests	640
^ New	
Rapido Digital	94
Today	0
Digital Active	9
Requests Not Sent	137
Show more ▾	
^ In Process	
Waiting for partner to process	289
Today labels	2
Requests that were considered for purchasing	6
Received by RapidILL	27
Show more ▾	
^ Closed	
Cancelled	32
Rejected / Expired Requests	67
Completed	169

**Request numbers**

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## Resolved Issues

- **December Rapido 2021 Release Update**  
There are no issues for the December Release Update.
- **December 2021 SF: 05316654**  
The CDI matching via OpenURL requests was incorrect. This was fixed.
- **December 2021 SF: 05312430**  
Previously, patron renewal requests were not associated with resource sharing requests. This was fixed.
- **December 2021**  
The **Other settings** no longer appear in the Rapido configuration menu for lender only institutions. They are now in **Fulfillment > Resource Sharing**.
- **December 2021**  
The OpenURL resource sharing request source field now populates.
- **November Rapido 2021 Release Update**  
There are no issues for the November Release Update.
- **November Fulfillment - Resource Sharing 2021**  
When copying a partner from the community tab into your institution, the **server** and **port** partner parameters did not populate correctly. This has been fixed. In order to fix any local partners that you have already copied, remove them and copy them again.
- **November Rapido 2021 SF: 00977366**  
Previously, there was an error when changing the lending requests shipped format. This was fixed.
- **November Rapido 2021**  
Previously, the **Due Date** did not appear on the lending main task list. This was fixed.
- **October Rapido 2021 Release Update**  
There are no issues for the October Release Update.
- **October Rapido 2021 SF: 00962402 00973324**  
When the **Locate only if all fields match** radio button was set to **No**, the self ownership logic and **view local resources** link became corrupted. This was fixed.
- **October Rapido 2021**  
The **Locate in process** status is now mapped to the Rapido **Requested** status instead of the **In process by lender** status.
- **October Rapido 2021 SF: 00966015**  
The Mediated patron **Renewal** status is now indexed and visible in the facet.
- **September Rapido 2021 Release Update**  
Searching by barcode in the Lending Requests did not work. This was fixed.
- **August Rapido 2021 Release Update**  
There are no issues for the August Release Update.
- **August Rapido 2021 SF: 00965610**  
Previously, the volume metadata for book chapter requests did not transfer from RaidILL to Alma. This was fixed.
- **August Rapido 2021**  
Lending **Lost** action no longer includes the General message checkbox, and the message received by the borrower now includes the currency.
- **August Rapido 2021**  
Previously, when a resource had multiple authors, the author list took up too much of the screen. The Author fields are now truncated. You can hover over the author text and select ... to view a tooltip with the truncated information.
- **August Rapido 2021**  
Previously, when removing a system note from a request, the facet and icon were not updated accordingly. This was fixed.
- **August Rapido 2021**  
Previously, when adding an internal note, the note was included with the request. This was fixed.

- **August Rapido 2021**  
Previously, the pickup location was included in the Request Information section rather than the Request form. This was fixed.
- **July Rapido 2021 Release Update**  
When check\_self\_ownership\_serial is set to true and one of the following DLRs are enabled, the journal offer is not presented. For more information, see [Self Owned Resources](#).
  - Hide service Resource Sharing Request with Ownership by the institution = true
  - Hide service Resource Sharing Request with Availability by the institution = true
- **July Rapido 2021**  
Previously, you were unable to search by item barcode from the lending task list. This was fixed.
- **July Rapido 2021**  
When saving changes to a public set from the task list, the set was changed to private. This was fixed.
- **July Rapido 2021**  
The move request popup was missing a checkbox in Firefox. This was fixed.
- **July Rapido 2021**  
Previously, name and shipping address (contact info) were not included on the pick from shelf slips. These fields were added.
- **July Rapido 2021**  
Quick printing is now supported in Rapido.
- **July Rapido 2021**  
The renew option was visible for items that are not available for renewal. The option was removed.
- **July Rapido 2021**  
The article form from a journal resource did not have a **not needed after** field. The field is now available.
- **June Rapido 2021 Release Update**  
There are no issues for the June Release Update.
- **June Rapido 2021**  
For clarity, the text for various offers is now more consistent.
- **June Rapido 2021**  
The need patron information status did not update when **send\_query\_to\_patron\_use\_xsl=false**. This was fixed.
- **June Rapido 2021**  
Detach from MMS and Locate Resource are now also available for Rapido lending requests.
- **June Rapido 2021**  
The Not Needed After calendar no longer displays dates that have passed.
- **May Rapido 2021 Release Update**  
There are no issues for the May Release Update.
- **May Rapido 2021**  
Now that users have the option to request an offer in digital format when a physical request is not available, the Primo VE checkbox labeled **if a physical copy is unavailable, would you like a digital version** is now redundant and was removed.
- **May Rapido 2021**  
For clarity, when a digital request is offered, the text **Only need a chapter?** was changed to **Need a chapter?**
- **May Rapido 2021**  
The rapidoNoOfferMessage is no longer included in the **Configuration > Fulfillment > Bibliographic Mapping Rules**.
- **May Rapido 2021**  
A due date field was added to borrowing requests brief record views.
- **May Rapido 2021**  
The Rapido indicator facet in the borrowing task list was moved to the top of the page.
- **May Rapido 2021**  
The Rapido Sets tooltip was changed to Resource Sharing Requests.