
Borrowing Requests

What is the Rapido scope of search in Primo?

The Rapido scope includes the Central Discovery Index and the Rapido Global title index of all Rapido customers.

Can the Rapido scope be expanded to include other scopes?

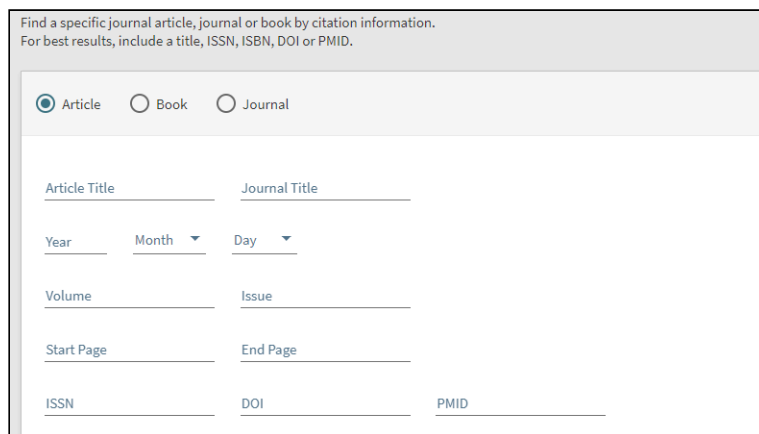
Yes. Other scopes can be included in the Rapido scope.

Can customers submit requests for multiple items in a single borrowing request (e.g. multi-volume set)?

Yes. Multiple items can be requested in one request.

Can patrons request an item that does not appear in the Central Discovery Index?

Yes. There is an option to create a request from a blank form for such cases.



Find a specific journal article, journal or book by citation information.
For best results, include a title, ISSN, ISBN, DOI or PMID.

Article Book Journal

Article Title _____ Journal Title _____

Year _____ Month _____ Day _____

Volume _____ Issue _____

Start Page _____ End Page _____

ISSN _____ DOI _____ PMID _____

Can patrons manually fill out a borrowing request form?

Yes. Patrons can fill out a form for an article, book, or journal.

At what point in the borrowing process might staff need to mediate the patron's request?

Rapido enables the automation of the process as much as possible. However, Rapido mediation rules exist to enable staff to mediate in certain conditions specified by the library. The library can activate default mediation rules as well as create others.

Borrowing Mediation Rules List

Institution Rules List

Filter: All

Enabled	Move Up	Move Down	Rule Name	Description	Updated By	Update Date
<input checked="" type="checkbox"/>			Missing ISSN	-	Bonnie Smith	05/11/2021
<input type="checkbox"/>	▲	▼	Owned Items	-	Katy Aronoff	10/07/2021
<input checked="" type="checkbox"/>	▲		Consider purchase	-	Bonnie Smith	12/26/2021

Borrowing Mediation Setup

Borrowing Mediation Rule Editor

Name: **Missing ISSN**

Description:

Created By: Super User Created On: 03/01/2021

Updated By: Bonnie Smith Updated On: 05/11/2021

Input Parameters

Name	Operator	Value
1 Missing Article Metadata Fields	In List	ISSN

Output Parameters

Labels: **Missing_ISSN** Action:

How can we set pod priorities?

Pod priorities can be defined as part of the Member information **Borrowing Policies** ([Configuration > Resource Sharing > Members](#))

Member Attributes Physical Items Lending Policies **Borrowing Policies**

Cost to Patron

Name	Description	Cost to Patron	Cost Type
1 Cost for staff	Cost for staff	User Group in (Staff) = 5 USD	Physical
2 Employee and Staff - digital 1	Employee and Staff - digital 1	User Group in (Employee) = 1 USD	Digital

Pod Priority

Pod Name	Locally Managed Pod	Cost to Patron
1 United States		No cost assigned
2 Austria		No cost assigned
3 Rapid Returnables		Based on Alma terms of use
4 ReShare	✓	Based on Alma terms of use
5 United States - Midwestern states		No cost assigned
6 International		Cost for staff
7 California State Network		Cost for staff

Default Borrowing Policies

Maximum Cost: **100.00** USD Maximum Time to Delivery: **30** Priority: **Longest loan period**

Can borrowing exceptions be defined?

Exceptions can be defined in the **Borrowing Policies** record - the Borrowing Policies tab:

Add Exception

User Group: **Alumni**

Maximum Cost: **0.00** USD

Maximum Time to Delivery:

Priority: **Fastest delivery**

Can we set rules to ensure that certain types of borrowing requests are mediated?

Yes. Mediation rules defined by the library will ensure that requests that meet the mediation parameters will be mediated. All other requests will be processed automatically.

Can we charge some patron groups and not others to fulfill requests?

Yes. This can be set as part of the User Group configuration parameters.

How can I filter out Borrowing Request statuses that we won't use?

You can filter out statuses from the Active Borrowing Requests Rapido Sets, in the Borrowing Requests Inactive Filters code table (**Configuration Menu > Fulfillment > Resource Sharing > Borrowing Requests Inactive Filters**). Enabling a row means that the status is removed from the Active borrowing request display in the task list:

Enabled	Move Up	Move Down	Code	Description	Translation	Default Value	Updated By	Last Updated
<input type="checkbox"/>			CANCELLED	Cancelled by partner	Cancelled by partner	<input type="radio"/>	-	-
<input type="checkbox"/>	▲	▼	CANCEL_REQUESTED	Cancelled by staff	Cancelled by staff	<input type="radio"/>	-	-
<input type="checkbox"/>	▲	▼	CANCELLED_BY_PATR	Cancelled By Patron	Cancelled By Patron	<input type="radio"/>	-	-
<input type="checkbox"/>	▲	▼	RECEIVED_DIGITALLY	Digitally received by IIR	Digitally received by library	<input type="radio"/>	-	-
<input type="checkbox"/>	▲	▼	EXPIRED	Expired	Expired	<input type="radio"/>	-	-
<input type="checkbox"/>	▲		REJECTED	Rejected by partner	Rejected by partner	<input type="radio"/>	-	-

Is the document delivery workflow the same for article lending as it is for local doc delivery?

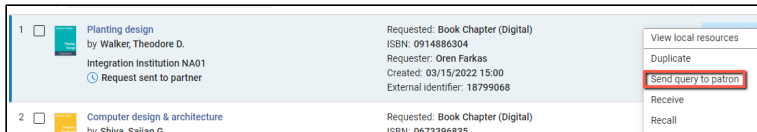
Institutions can set up Rapido to also cover document delivery for materials owned by the library and via the Rapido tiles. This creates a consistent request experience for the patron as the owner is not relevant to their request or needs.

Self-owned items requested by library patrons using Rapido tiles are handled in whatever way that the library has configured to handle requests for any other self-owned items. The library can choose to configure self-owned items to be processed the same as other Rapido requests. This configuration choice means that self-owned items requested by the library's own patrons will show in the lending side and can be fulfilled by staff processing lending requests.

Watch this [video](#) for more information.

Is there an email mechanism to communicate with patrons about a request they placed?

Yes, you can always communicate with your patrons from the request itself.



Are requests sent only to other libraries that use Alma or Rapido?

No, Rapido is open to any system supporting standards such as ISO and NCIP.

How are requests sent to non-Alma/non-Rapido suppliers?

Rapido is open to any system that supports ISO/NCIP protocols.

How are possible suppliers determined?

In Rapido you determine which networks you would like to prioritize. The system will automatically work to this order.

How are requests sent to libraries that do not use an ILL management system, e.g., ALA/IFLA requests?

Document delivery in Rapido has the RapidILL network as its backbone consisting of more than 500 institutions and has built in open access checking. The fulfillment rate is above 95%. For the remaining portion of requests, there is the option to utilize any NCIP or ISO partners or purchase requests from article suppliers.

How are requests sent to libraries that do not use an ILL management system, e.g., ALA/IFLA requests? Is there the ability to use ALA/IFLA forms?

There is an upcoming development that will create an ALA form to be generated out of the request to be sent to a partner such as this. Rapido's focus is to enable as much interaction as possible with your resource sharing ecosystem.

How is billing managed by libraries that we borrow from?

Currently, most of the libraries have agreed to reciprocal resource sharing with no charges. If a library desires to charge, this is supported in the system and the information is kept both on the request and in analytics.

What if a lending library sends the wrong item?

You can communicate with the library from the borrowing request using the General Message action.

What copyright compliance processes are in place for borrowing requests?

Rapido offers a comprehensive set of configurations and workflows designed to support each institution's individual approach to copyright compliance. These include out of the box configurations, such as a "Rule of Five" borrowing copyright rule, which can be edited or replaced as needed.

[The Rapido Copyright rules enable you to set a number of copyright options.](#)

Borrowing Copyright Rule List

Institution Rules List

Filter: All

Enabled	Move Up	Move Down	Rule Name	Description	Updated By	Update Date
<input type="checkbox"/>			Multiple requests for one resource limit	-	Bonnie Smith	03/22/2022
<input type="checkbox"/>			Over 20% Copyright Infringement	-	Bonnie Smith	03/22/2022
<input type="checkbox"/>			Rule of Five	Rule of Five	Rebecca Meehan	03/22/2022

Borrowing Copyright Setup

Borrowing Copyright Rule Editor

Name: Rule of Five

Description: Rule of Five

Created By: Rebecca Meehan Created On: 02/02/2020

Updated By: Rebecca Meehan Updated On: 03/22/2022

Input Parameters

Name	Operator	Value
1 Request Type	=	Borrowing resource sharing digitization request
2 Number of Requests in Calendar Year	Greater than	5
3 Years Since Publication Date	Less than	5

How can we prevent more than one staff member from managing the same mediated request?

This can be handled in a number of ways. Staff can create Rapido sets that are specific to each user. For example, if a staff user handles all document delivery (digitization) requests, then a set should be created for these types of requests for that staff user. Only this user will access and manage these types of requests.

Another option, which can be used in parallel, is to use the 'assign to' facet which enables users to assign themselves - or others to requests. Requests will be clearly marked with the assigned user. Note that it is also possible to release assignments. Following is a screen capture where you clearly see the assignment:

Borrowing Requests (1 - 1 of 1)

Refine by

Activity Status: Active

Assignee: Barry Bingham

Owning Library

Pickup Location

User Group

Request Created From BL

Assignee

Assigned To Other (1)

Barry Bingham (1)

1 Planting design by Walker, Theodore D. Requested: Book Chapter (Digital) ISBN: 0914896304 Requester: Oren Parkas Created: 03/15/2022 15:00 External identifier: 18799068

Barry Bingham

What is the difference between the Reject, Cancel partner, Recalculate, and Reactivate actions?

See [Reject](#), [Cancel partner](#), [Recalculate Partner](#), and [Reactivate](#).