

RapidLL: Recent Releases and Best Practices

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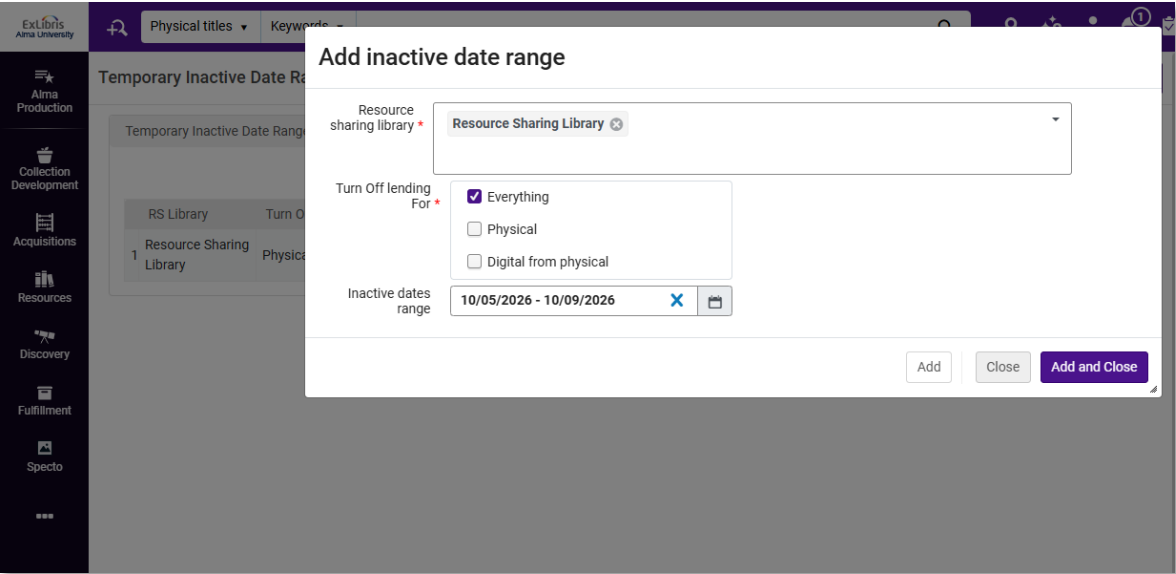
- Recent Releases
- Best Practices
- Q&A



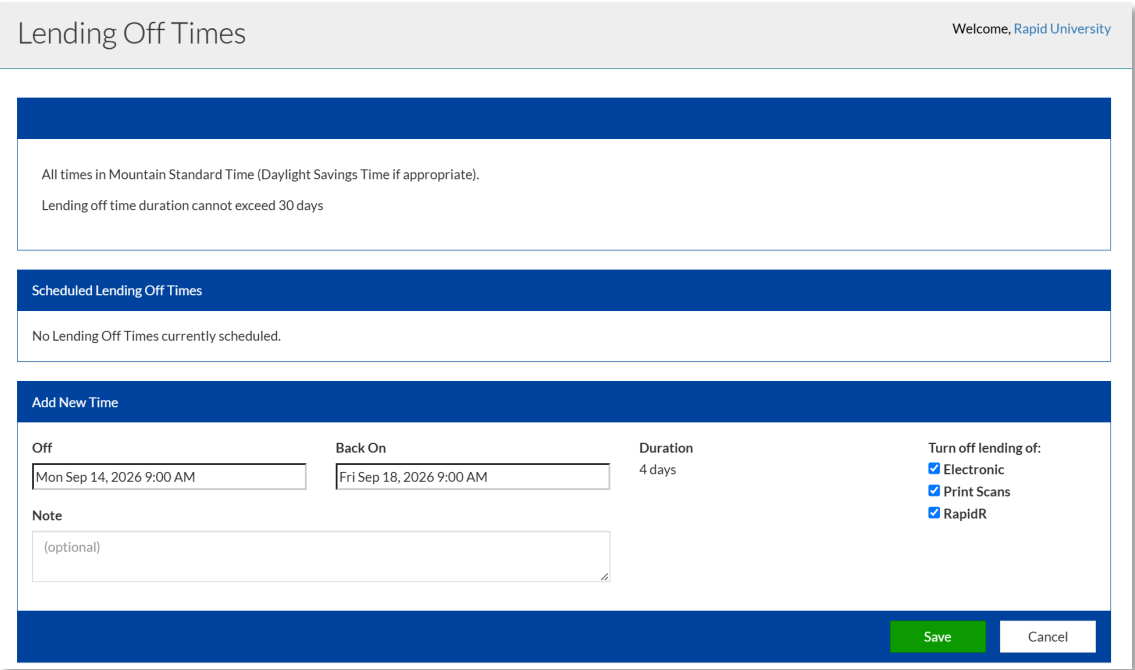
Recent Releases

Temporarily Inactive Date Ranges

Alma/Rapido



RapidILL Web Page



Note For RapidILL users, when the parameter `rs_update_rapid_with_lending_offtime` ([Configuration > Fulfillment > General > Other Settings](#)) is set to `true` (default `false`), changes to the **Inactive dates range** field automatically updates the RapidILL Lending Off Hours.

Configuring the Additional Information Field on Request Forms

April 2026 Fulfillment and Resource Sharing  CERV Enhancement (ID#1276)

An optional **Additional Information** dropdown is available in the digital request forms for **Primo VE** and **NDE**. Borrowers can select predefined notes, which are then included in the request metadata and passed to the lender.

Patron Additional Information

CancelCustomize

ValuesNotes

1 - 4 of 4CodeQ

ImportRestore Default TranslationsAdd Row

Filter : EnglishEnabled : All

	Enabled	Code	Description	Translation	Default Value	Updated By	Last Updated	
1..	☒	TOC	Table of Contents	Table of Contents	☐	exl_impl	09/03/2026	...
2..	☒	Index	Index	Index	☐	exl_impl	09/03/2026	...
3..	☒	Reference Pages	Reference Pages	Reference Pages	☐	exl_impl	09/03/2026	...
4..	☒	All	TOC, Index, References	TOC, Index, References	☐	exl_impl	09/03/2026	...

Additional Information Field on Request Forms

Request Digital Version

Note the Interlibrary Loan Code for the United States
Check before requesting

Email

Different Email

Chapter Title

Chapter Author

Chapter Number Volume

From Page To Page

Level Of Service

Additional Information

REQUEST DIGITAL VERSION

Note the Interlibrary Loan Code for the United States
Check before requesting

Email

Chapter Title

Chapter Author

Chapter Number

Volume

From Page To Page

Level Of Service

Additional Information

Index

Reference Pages

Table of Contents

TOC, Index, References

Additional Information Field in Request Attributes

< Lending Requests (1 - 4 of 4)

Print Slip Report

Author

Sort by: Update Date

Create Request

1 ☐  Algebra, K-theory, groups, and education : on the occasion of Hyman Bass's 65th birthda...
Email Partner
Created lending request
ISBN: 0821810871

Edit ...

2 ☐  The spiritual exercises of Saint Ignatius: a translation and commentary
by Ignatius, of Loyola, Saint
Classic 02 ISO
Created lending request
ISBN: 9780912422862

Edit ...

3 ☐  The spiritual exercises of Saint Ignatius: a translation and commentary
by Ignatius, of Loyola, Saint
Classic 02 ISO
Created lending request
ISBN: 9780912422862

Edit ...

4 ☐  The spiritual exercises of Saint Ignatius: a translation and commentary

Edit ...

Sections

Saved

Edit ...

Request Attributes

Edit request attributes

External file URL
Enter Text Here

Tracking Number
6385996

Additional Information
References at end of book

Reset Save

Holdings (2)

Additional Information Field within Task Lists

Based on community feedback following the initial release, the Patron Additional Information field is now available in the collapsed view of both the **Borrowing Requests** and **Lending Requests** task lists. Staff can add this field through the **Record Customization** menu.

1

☐



Design and Operation of Automated Container Storage Systems

Patron Additional Information: Index

by Kemme, Nils

University of Knowledge - Main Library

 Request sent to partner

Edit

...

Requested: Book (Digital)

ISBN: 3790828858

Requester:  Leah Sarah

Created: 07/08/2026 17:45

External identifier: EXLDEV10003318

Rapido:	September release
Alma:	November release

New Analytics Reports: Mediated vs. Unmediated Requests

What are they?

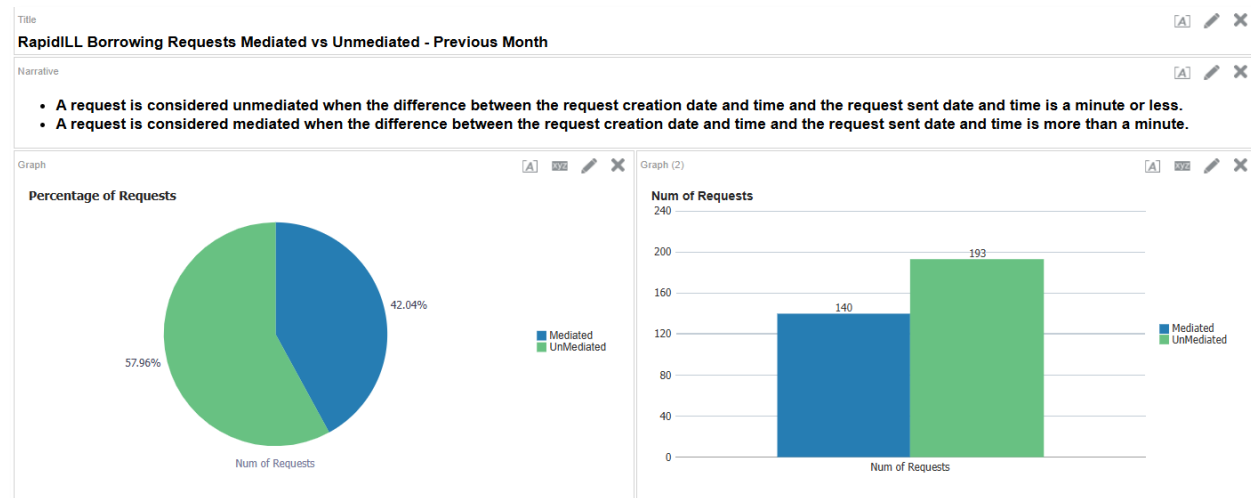
Two new out-of-the-box Alma Analytics reports for RapidILL libraries:

- RapidILL Borrowing Requests Mediated vs Unmediated - Previous Month
- RapidILL Borrowing Requests Mediated vs Unmediated - Previous Year

They show how many borrowing requests required staff intervention versus how many were processed automatically.

Why is this useful?

- Understand the level of workflow automation achieved
- See the impact of mediation rules on staff workload
- Identify opportunities to reduce manual intervention
- Track resource sharing efficiency over time



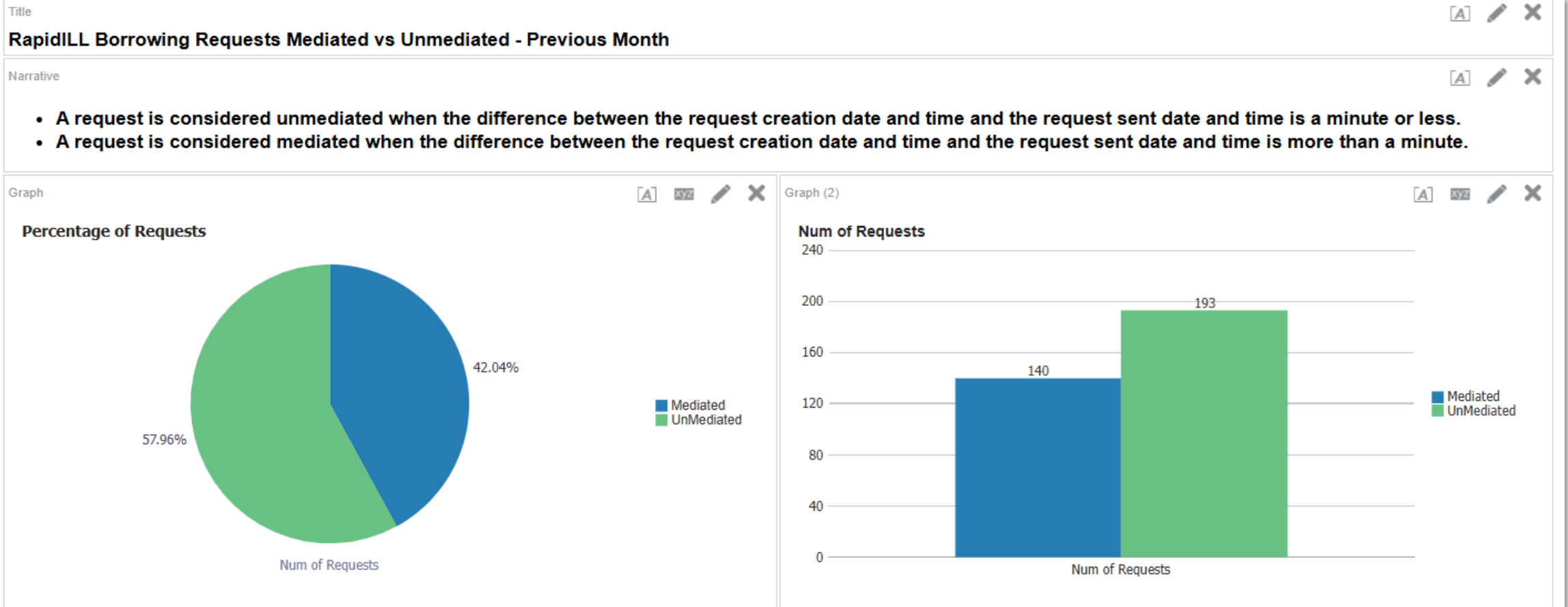
Mediated vs. Unmediated Reports: Background and Timing

Community driven

- Requested by the RapidILL Product Working Group, initiated by Lynne Porat, University Haifa
- Grew out of community interest for better visibility into mediated versus unmediated borrowing activity

Availability

- October 2026 release
- Delivered as default reports - no local report building required





Best Practices

Changing Daily Lending Volume of Requests

The RapidILL team can adjust the daily volume of lending requests received by each library to:

- Support a more equitable balance between lending and borrowing
- Temporarily increase or decrease lending volume

We would like to continue RapidILL lending, but we are short-staffed and don't believe we can manage normal lending volume. What are our options?

The Rapid team is able to temporarily reduce or increase your lending volume based on your needs. If you would like to continue lending, but would like a reduced daily volume of requests, please [contact us](#).

20
votes

Vote

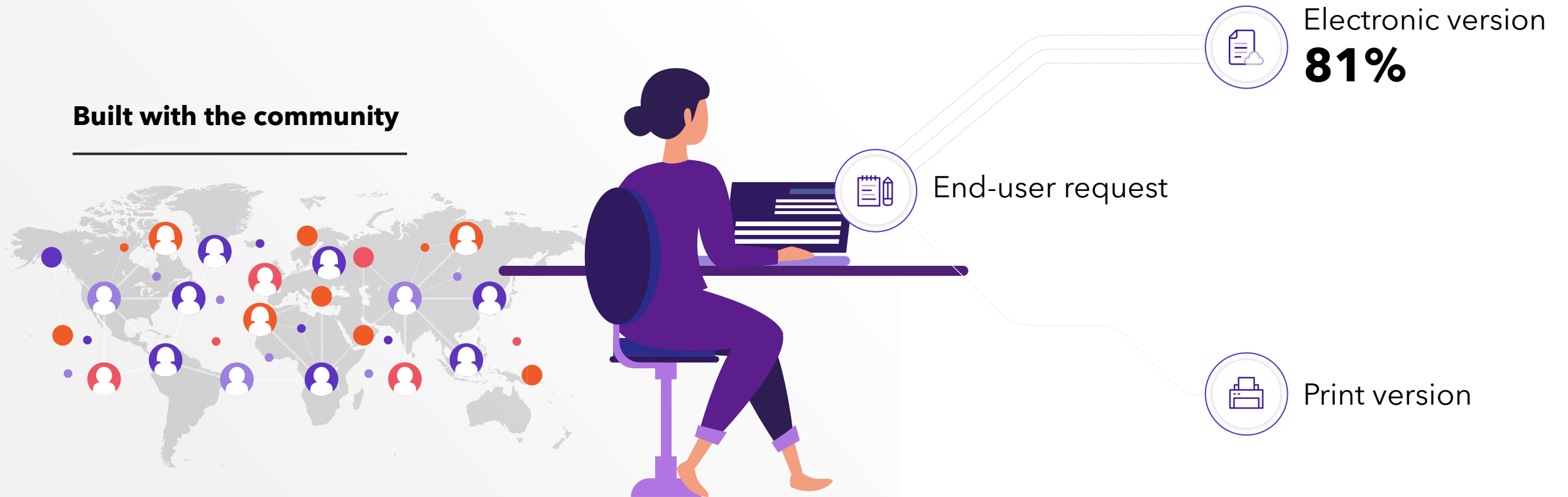
Changing daily quota of Lending requests

It should be possible to change the daily quota of Lending requests independently, and not via Support see Idea: <https://ideas.exlibrisgroup.com/forums/935109-rapidill/suggestions/45302506-ability-to-throttle-the-number-of-lending-requests>

Community-focused enhancements

Routing prioritization to electronic formats

Built with the community



Holdings Updates

Accurate holdings improve request fulfillment efficiency and are a foundational requirement for effective participation in RapidILL.

RapidILL Web
Page

Alma OAI-PMH

Holdings Upload

Read more about the holdings process [here](#) or contact [Support](#) with any questions.

Upload File

File Type

☒ Holdings ☐ Mapping

Holdings Format

Electronic

Holdings Type

Journal

Lendable Status

LendableInternational

Upload Files

You can upload additional files while an upload is in progress.

Holdings file types supported: xml, json, txt, csv, tsv, xls, xlsx, zip, gz, tar, mrc and out (handled as mrc)

To receive an upload confirmation email, update your Holdings Contact Email on [My Profile page](#).

Electronic Collection Editor

Electronic Collection Description

General

Additional

Notes

Group Settings

History

CDI

Public name	ProQuest Central
Public name (override)	ProQuest Central
Description	ProQuest Central combines ProQuest's most highly used databases.
Description (override)	-
Internal description	LocalOnly
Library	

Holding using a Mapping File

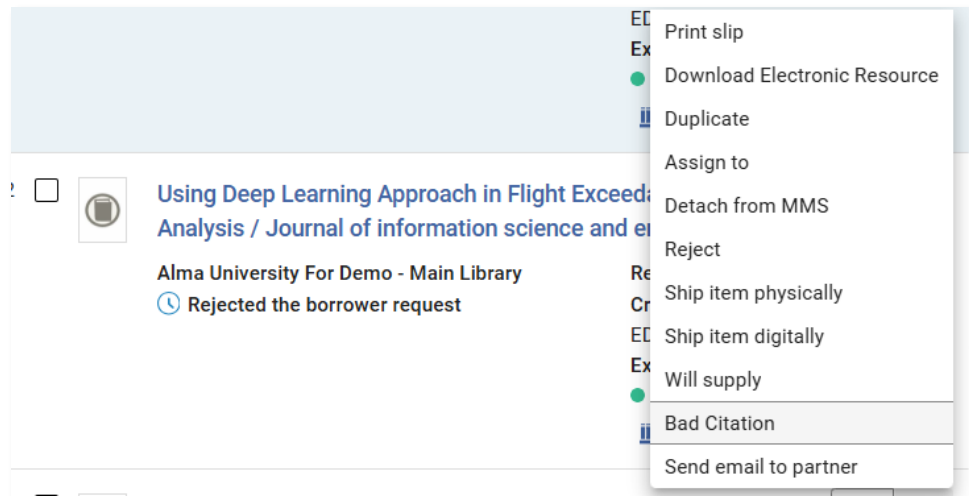
A mapping file is a way to assign certain information - location name, branch name, and lendable status - to your collections in bulk.

- **Use mapping files only as a last resort!**
- Mapping files add an extra layer of holdings management and increase complexity.
- Standard holdings methods (OAI harvesting or holdings uploads) should be used whenever possible.
- Contact RapidILL Support if:
 - Standard holdings processes are producing inaccurate or inconsistent results.
 - You are unsure whether your institution is using a mapping file.
 - You want to move away from a mapping file and simplify your holdings management setup.

	A	B	C	D	E	F
1	<u>Holding Type</u>	<u>Holding Format</u>	<u>Location Code</u>	<u>Location Name</u>	<u>BranchName</u>	<u>Lendable Status</u>
2	Journal	Electronic	Electronic collection	Electronic collection	Main Library	LendableInternational
3	Journal	Print	UARC V GEN	UARC V GEN	Main Library	LendableInternational
4	Journal	Print	UEDUC AREA	UEDUC AREA	Main Library	LendableInternational
5	Journal	Print	UEDUC GEN	UEDUC GEN	Main Library	LendableInternational
6	Journal	Print	UEDUC PSYC	UEDUC PSYC	Main Library	LendableInternational
7	Journal	Print	UEDUC REF	UEDUC REF	Main Library	LendableInternational
8	Journal	Print	UEDUC RESV	UEDUC RESV	Main Library	LendableInternational
9	Journal	Print	UEDUC UNASSIGNED	UEDUC UNASSIGNED	Main Library	LendableInternational
10	Journal	Print	UHLTH PER	UHLTH PER	Main Library	LendableInternational
11	Journal	Print	UHLTH REF	UHLTH REF	Main Library	LendableInternational
12	Journal	Print	UHLTH UNASSIGNED	UHLTH UNASSIGNED	Main Library	LendableInternational

Updating Requests Using Bad Citation

The Bad Citation update should be used when there is an issue or aspect of the request that means it is unlikely to be filled by a RapidILL lender



Bad Citation Guidelines

- **Use Bad Citation for issues the borrower can correct** (e.g., incorrect year, volume, issue, or page information).
- **Do not use Bad Citation for lender-side problems** such as missing materials, items at the bindery, or unavailable holdings.
- **Provide clear, specific feedback** so the borrower understands what needs to be corrected.

Bad Citation

Note to partner

Patron requested the whole book through the book chapter request form

Cancel

Ok



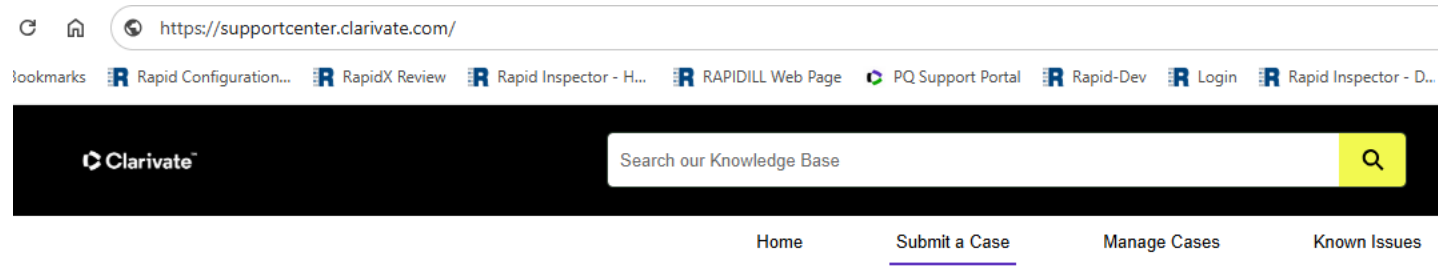
Additional Questions

Additional Questions

- Best practice: should libraries fill requests with articles in fulltext format if a PDF is unavailable, or say no to the request?
- What are the turnaround time and shipping expectations for the Rapid Reciprocal group and how do you sign up?

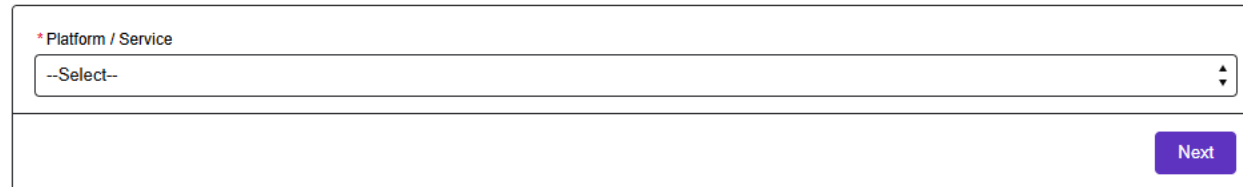
How to connect with our Support Team:

- <https://supportcenter.clarivate.com/>



The screenshot shows the top portion of the Clarivate support center website. At the top is a browser address bar with the URL <https://supportcenter.clarivate.com/>. Below the address bar is a bookmarks bar with several links, including 'Rapid Configuration...', 'RapidX Review', 'Rapid Inspector - H...', 'RAPIDILL Web Page', 'PQ Support Portal', 'Rapid-Dev', 'Login', and 'Rapid Inspector - D...'. The main header is a dark blue bar containing the Clarivate logo on the left and a search bar on the right with the placeholder text 'Search our Knowledge Base' and a magnifying glass icon. Below the header is a navigation menu with four links: 'Home', 'Submit a Case' (which is underlined), 'Manage Cases', and 'Known Issues'.

Submit a Support Case



The form for submitting a support case consists of a single input field with a dropdown menu. The label for the field is '* Platform / Service'. The dropdown menu currently displays '--Select--'. To the right of the dropdown menu is a blue button with the text 'Next'.



Think forward™

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About Clarivate

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