RapidILL Recent Releases and Best Practices - Questions and Answers

Americas Session - 15.9.26

New Analytics Reports: Mediated vs. Unmediated Requests

Is the "year" report based on a calendar year or the past 12 months?

In the Out of the Box report it is based on the previous calendar year, but the "year" parameter can be defined to meet your requirements.

However, it seems like the way the report is written it will miss any requests that are mediated later in the workflow. I.e. unfilled / Lender of last resort

The reports are limited to activity associated with the initial submission of a request from the user to Alma.

RapidILL Working Groups Participation

How do we join the Working Groups? Are there working groups for Rapido and not just RapidILL?

ELUNA

RapidILL

Rapido

IGeLU

RapidILL

Rapido

Changing Daily Volume of Lending Requests

Is there a default limit? If so, what is it?

There is no fixed default limit on RapidILL lending volume. Unless custom configurations have been applied, RapidILL distributes lending requests based on several factors, including holdings, pod participation, time zone awareness, preference for electronic over print resources, and load leveling.

This results in a baseline lending volume that can be adjusted by the RapidILL Support team as needed. Lending volume can be increased or decreased to help balance borrowing and lending activity, accommodate temporary staffing or workflow changes, or otherwise align with your library's capacity.

If you have questions about your current lending volume or would like an adjustment, please contact RapidILL Support.

Can the volume be changed for a specific day of the week?

This is not currently supported.

How granular is that? We have extra help two days a week.

The system cannot be adjusted to change lending volume behavior for specific days of the week. Please reach out to our Support team to discuss options.

So, if we turn off lending one day, will we get more the other days so that our weekly total is about the same?

The system does not consider lending off events from previous days when assigning new lending requests.

I usually cancel with the reason "preferred time not possible" is that what is recommended?

*note: this question is related to the recommendation that Lenders should consider rejecting / unfilling requests if they are unable to meet the turnaround time commitment

Because RapidILL does not currently receive Lender "reasons for no," the rejection reason selected in your resource sharing system is not communicated to the Borrower through RapidILL.

We recommend selecting the reason that best aligns with your institution's internal workflows and record-keeping practices.

If we cancel a request, it goes to another library and if that other library cancel it goes to one last library and if that one cancels then the user gets a cancel message? I mean, each library has one third of responsibility?

*note: this question was asked with the user understanding that a request will only route to 3 Lenders maximum in the system, which is not correct

This is the current routing logic: For article and book chapter requests, there is no limit on the number of Lenders a request may be routed to during the first 48 hours after it is created.

This allows the request to reach as many potential Lenders as possible during the period when fulfillment is most likely. After 48 hours, the system evaluates the cumulative number of unfilled Lender responses received since the request was created, including those received during the initial 48-hour period. Once the request accumulates five unfilled Lender responses, it is returned to the Borrower as unable to be filled in RapidILL.

Configuring the Additional Information Field on Request Forms

We are a little concerned about the additional information parameter. It seems some of our patrons will just add all of this all of the time regardless even when those items are unavailable.

Then what do we do if it's unavailable, cancel the request?

We were wondering about this too. Would it result in more requests needing mediation?

Would people select additional info they might not really need?

As you configure the drop-down menu yourself, you can decide what appears there.

You can also decide not to configure it at all.

Did you say the Additional Information field in ILLiad passed as a "note" in ILLiad ? ILLiad Notes fields do not print on ILLiad search slips. Where does the "additional info field" display on the RapidILL website ILL forms?

Yes, the Additional Information field is passed through the RapidILL API to Lenders using Clio, ILLiad and Tipasa. I believe this maps to the Notes field in ILLiad. On the RapidILL website, the Additional Information displays as a separate field under the request citation information.

Holdings Updates

Why is RapidILL not identifying our holdings?, it happens often and it does not go into local req processing

Please reach out to our support team via a support ticket and they can assist.

I have recently noticed individual titles within a lendable collection that don't support chapter download. How should I best manage this so the title is isn't available for ILL.

Then we had issue with TN that shows different Lender shipping in the Lender string, but actually shipped by another Lender

Please reach out to our support team via a support ticket and they can assist.

Hi, recent new RapidILL ill user here, so a bit of a beginner question! If doing a new holdings upload, are you adding to the current holdings or do you need to provide a new entire data-set that includes both the current and new holdings?

Uploading a new holdings file through the RapidILL web page replaces the existing holdings data in the RapidILL database associated with that file name.

Any previous holdings uploaded under the same file name will be overwritten by the new file.

I have a note here from another webinar that RapidILL can't parse embargo field data that is expressed in words.

Since we're uploading electronic holdings from EBSCO/EDS and I'm pretty sure the embargoes are expressed in "words" (i.e., "One year embargo") … how can we address this?

Please reach out to our support team via a support ticket and they can assist.

I have recently noticed individual titles within a lendable collection that don't support chapter download. How should I best manage this so the title is isn't available for ILL

Please reach out to our support team via a support ticket and they can assist.

Updating Requests Using Bad Citation

What if the book is an ebook?

If we can provide an ebook, then is it not allowed to request/provide an ebook via RapidILL?

*note: this question is related to the recommendation to use Bad Citation to send a borrowing book chapter request back to the borrowing library if the request is for the entire book

While our recommended approach in this scenario is to reject the request as a Bad Citation, because the material requested does not match the type of request that was submitted, the system does support fulfillment of a complete digital e-book through the standard digital lending workflow.

I thought "Reject" and "Bad Citation" are different actions in Alma RS? We see both in our instance for RapidILL Lending requests and it leads to some confusion.

*note: in this session I (Mike) mistakenly presented the Reject "Not found as cited" reason for no as the appropriate workflow for cancelling a request as a Bad Citation when managing lending through Alma or Rapido.

This is incorrect. The **Bad Citation** update under the dropdown menu **is the appropriate action to cancel the request and send it back to the Borrower with a note.**

The "**Not found as Cited**" reject reason will NOT result in the request going back to the Borrower for review, it will move the request on to a new Lender.

You are correct that these are different actions. For Alma and Rapido users, Bad Citation is the appropriate workflow for returning a request to the Borrower when there is an issue with the citation.

For libraries using other resource sharing systems, such as ILLiad, Tipasa, or Clio, Not Found as Cited is the appropriate action for returning a request to the Borrower due to a citation or request-related issue.

This action serves a similar purpose within those workflows.

Will RapidILL add the ability to send notes to libraries for clarification (e.g. like conditionals in OCLC)?

This functionality is not currently supported but is being considered for a future enhancement.

Reaching RapidILL Support

Can you remind me which is the correct channel to raise a RapidILL related support call?

RapidILL support can be reached through a support case via the support portal: https://supportcenter.clarivate.com/

For Submitting a Support case - which option do we select from the drop-down menu? I can't see RapidILL listed

If RapidILL isn't listed as an option for submitting a support case once you are logged in to the portal, your account likely doesn't have the appropriate permissions. You may need to check with an internal resource who manages this type of access. If all else fails, you can send me an email with the information, and I'll create a case on your behalf and ask the support team to work with you on access for future cases.

Open Access

If you don't want to receive Open Access/pre-published versions of Articles/chapters from RapidILL, is there a way to opt out? We often have to resend those requests back out because our patrons want the published version.

Requests may be filled via an open access resource in two ways: 1. through our automated Open Access service, which checks OA resources and will automatically process and deliver files if there is a suitable match. 2. From a Lender that has included open access as part of their lendable content.

There isn't a way to exclude OA content from being filled from a partner library, but you do have the option to remove the automated Open Access service from your configuration.

Reach out to the support team if this is something you are interested in. I do want to note, however, that we've improved the OA service significantly by utilizing an AI-enhanced quality control process to ensure that the OA content is correct and is the published version of the article. If you are seeing any issues with requests filled from our automated Open Access service (the Lender appears as "OPEN"), please create a support ticket so the team can review.

RapidILL Reciprocal Lists

It was helpful when RapidILL would send an email when a new library joined the reciprocal list. Can that still be done?

We'll review to see how we can provide timely updates to the reciprocal list to the community.

So if we are added to certain pods in this reciprocal list then those libraries are also supposed to be reciprocal in OCLC? For example if we make a request in OCLC instead of RapidILL but the library is on this reciprocal list, then they should not charge us or vice versa?

The RapidILL reciprocal lists are intended to establish reciprocal, no-charge resource sharing agreements among participating libraries for all resource sharing transactions. As a result, requests exchanged between member libraries through other resource sharing systems should also be fulfilled without charging fees.

APAC Session - 16.9.26

Temporarily Inactive Date Ranges

I've been setting lending off from midnight on the dates we are away through the dashboard. I was reluctant to use the Alma lending off scheduler because of that. Will we have that option in the future, Mike?

Adding hour-level granularity to the Temporarily Inactive Date Ranges configuration is currently in our backlog and will be evaluated as part of future roadmap planning.

New Analytics Reports: Mediated vs. Unmediated Requests

Will we be able to do RapidILL analytics for historic data

Alma Analytics reports are generated from RapidILL data stored in your Alma environment and are subject to your institution's data retention settings.

The Out of the Box reports only retrieve the previous month and previous calendar year's data, but you can create your own reports to suit your needs.

Borrowing Request Format

Sometimes we require a copy out of the print version rather than the electronic. is there a field that can be enabled on the request form that advises RapidILL libraries to supply from print source

You should configure this option in the Additional Information field.

You could also indicate this preference in the article title or chapter title field, as these fields provide the greatest visibility to potential Lenders.

Support for format preferences, such as requesting fulfillment from a print source rather than an electronic source, is being considered for future development.

Updating Requests Using Bad Citation

Should we be using reject and then choose 'Not Found as Cited' or is it best to choose Bad Citation first in the drop-down menu?

Use Bad Citation when you need to return a request to the Borrower for review, whether due to a citation issue or another reason that requires Borrower intervention.

Make sure you add an explanatory Note, which will be retrievable via Analytics.

Do not use Reject > Not Found as Cited, as rejecting the request will prevent the request from being returned to the Borrower.

Reactivating a request previously Filled inRapidILLto send to another partner in the system.

We recently received a book chapter from Hong Kong that required printing and delivering to our patron in print format. The patron received a coversheet from the library informing them to contact us to print the chapter and collect it from the library. Apart from submitting a new request and hoping it goes to a different library is there a way we can re-send the same request back out so we can obtain a copy that can be delivered electronically to our patron instead.

The Move On functionality is designed to reactivate a request that has already been marked as Filled and route it to a different RapidILL partner than the Lender that originally supplied the item. This workflow is intended for situations where there is a problem with the file received and you would like another Lender to fulfill the request.

If you think the Lender can fix the problem, you should use the Re-Supply option.

Currently, Move On is available only through the RapidILL Status Check page. The action must be performed within 7 days of the request being updated to Filled.

Beginning with the November release, the Move On functionality will be available directly within Alma and Rapido, eliminating the need to access the RapidILL Status Check page to perform this action.

If we use the Move on option via the website, will the status update in Alma? What happens to the Alma request?

Since Move On is not currently supported within Alma/Rapido workflows, request statuses may not update correctly in Alma, and file retrieval may still require access to the RapidILL web page. Full Alma/Rapido support for Move On will be available in the November release.