

## Rapido Physical Request - Script

Hello,

In this video we will show the end to end process of how a physical resource sharing request of a patron is fulfilled. From discovery, creating the request, through shipping, receiving, and returning the physical item back to the lending library. Let's see how it's done.

As a patron we are now searching for a book in our library catalog, and no records were found.

Let's use the expand your search link – this will expand the search beyond the library catalog search and into the CDI index that also includes the holdings of other Rapido institutions. And indeed, the book was found. We will click the "Get it for me from other libraries" link to ask our library to get the book from the libraries in which it was found.

Here is the offer Rapido gave us to get the book. We can get this copy in 5 days, and keep it for half a semester, or we can ask for a digitization of a chapter, in 24 hrs. Let's ask for the book. And send the request.

Once the request has been successfully submitted, we can see in our patron's library card that a request was created for us and is already handled by the lending library.

As the borrowing library, University of Alma, we can see the request that was created in Rapido Sets → Borrowing requests. You can see that the request was sent to the partner, the University of Knowledge, without the library needing to do anything.

Let's look at the request at the lender library, the University of Knowledge.

Within Alma, we access the Rapido Sets, Lending, Today's requests. And this is the request that was just created for us. A click on the title of the resource will access the bibliographic record. The green button indicates that there is a physical copy of this resource available for us. Going back, a click on the action list button will enable us to manage the request. Use the Create move request if you have the resource available in more than one branch.

This will move the request to the task list of the branch library that will be handling the request and pick up the resource to be shipped. This step might not be necessary if the resource is at your library and you will be handling the request. In this case simply use the Print Slip action to print the required slip and go look for the item. Note that the move to branch action can be skipped and performed automatically if these customer parameters are set to true.

After we've picked up the item from the shelf, let's ship it to the borrowing library. Scan the book's barcode. You can see that the status of the request has changed to Shipped physically. Now the book is on its way to the patron.

Let's see how it looks from the patron's side. Let's refresh. As you can see the process bar has been updated and is now shipped. Our patron is aware of all that is happening to the requests at all times.

Now let's go back to look at the request from the borrowing library. The status shows that the book was shipped physically. Once the book arrives, the borrowing library needs to receive it. Open the row action tool, click receive, and scan the book. This will create a temporary item with a temporary barcode. Click Go, and OK. The status has changed to

Physically received by library. Now, in the patron's card the process bar has been updated again. This time, the item has arrived, and the patron will receive an email to come and pick it up.

After the patron picked up the book, read it and returned it to the borrowing library, the borrowing library needs to return it to the lending library.

Within the same request, open the row action tool and click Return, and OK. As you can see in the status, the item has been returned to the partner.

Finally, let's go back to the lender, and refresh all of our lending requests from today. Here is our request, with the status – Returned by partner. To check in the book back to our library open the row action tool, and choose Checked in. Click ok. And the request has been completed.

And this was an overview of the end to end Rapido physical request fulfillment process.

Thank you for joining!