

General Overview of Rapid Borrowing

Hello, the goal of this video is to provide a general overview of Rapid Borrowing. The information in this video is for any Rapid library whether you are using the Rapid web page for placing borrowing requests, or you are sending requests to Rapid from another ILL management platform.

When we consider participating in the Rapid system as a borrowing library, there are several key ideas to understand and to incorporate into your resource sharing approach:

- To make the most out of your Rapid membership, you should try to push the system as much as possible. This means doing what you can to make Rapid your system of first resort for borrowing request fulfillment.
- If you are placing your requests from an outside ILL management system, you will have an option to setup an automated workflow to send your requests to Rapid without staff management. This should reduce staff time needed to process incoming requests.
- Rapid takes care of lender identification and request routing. The system load-levels requests between libraries, and routes requests using time zone awareness to move requests to lenders that are in the best position to fill requests faster.
- The overall system turnaround time and fill rate are excellent due to the efficiencies of the processes, and to the service commitment by community members. You should see most of your requests filled in well under 24 hours with a high fill rate, typically over 90%.
- The system is delivery platform agnostic. The unique RapidX service functions as an intermediary between libraries using different delivery services and allows you as a borrower to receive all your borrowing requests through one delivery method. Most systems that interact with Rapid can setup automated delivery to the end user.
- And finally, all Rapid requests between libraries are reciprocal, so you won't receive an invoice or IFM fee for any Rapid request filled by a partner library.

Let's spend a few minutes reviewing what is needed to send a request to Rapid. I'm going to send a request to Rapid using the Rapid web page, but the concepts here also apply to other ILL systems that interact with Rapid. I've completed the form for placing an article request into the Rapid system. We have a journal title, article title, volume, year, and page numbers. I've also added an ISSN. Rapid matches borrowing requests to potential lenders using a couple pieces of information:

1. The first is standard number. For an article request, you will need to add either an ISSN or an OCLC standard number. It is fine to have both. Rapid will cross-match the ISSN you provide with your requests, so it doesn't matter if you include a print ISSN or an electronic eISSN. Rapid makes sure we find all potential lenders for your requests, regardless if the lender can lend the title in print or electronic format.
2. Rapid also matches using the request volume and year. It will first try to match using the volume/year combination, since that match is more specific. If there is not a match with volume/year combination, or if only one of these is provided, it will match using just one value.

For book chapter requests, the process is similar except Rapid will match using either the ISBN or the OCLC number.

Back to the article request, let's try to send the request to Rapid by clicking the query Rapid button.

We can see that the system identified this as being in our local collection and has provided our local call number and location. From here, we can send the request back to our patron or manage it through local

document delivery, whatever our local policy is. One important thing to note here, is that Rapid always provides you with a workflow to push your request into Rapid, even if your holdings say that you own the material. If your material is not on shelf, or otherwise not available to provide to your patron, feel free to override the local holdings match to send the request to Rapid. This process is different depending on the system you are using. Here on the Rapid New Request page, we can override the local request match by clicking the Override Local Holding button.

Now we see that the request has been sent to Rapid and has been assigned a Rapid ID number. Rapid will always provide you with a response if your request has been successfully submitted to Rapid or if the attempt was not successful, as when it matches a request to your local holdings.

Finally, whatever system you are using to send your borrowing requests to Rapid, it is important to remember to reach out to the Rapid Team if you run into any issues or have any questions. We want to make sure that you are using Rapid successfully and that you feel confident that the system is meeting your needs.