

Rapid Lending General Overview

Hello, the goal of this video is to provide a short general overview of Rapid Lending. The information in this video is for any Rapid library whether you are using the Rapid web page for lending, or you are importing your lending requests into another platform for management.

The Rapid system was designed to make the lending workflow as streamlined and efficient as possible. There are a few ways that the system accomplishes this:

- Requests are routed to you based on the holdings files you have provided. We have a representative set of what is in your collection, and you have also identified what you are able to lend, for both your print and electronic collections.
- So when you receive a Rapid lending request, you can be confident the request is for something in your collection, and is something that you are able to lend. You don't have to spend the time verifying that the requested material is something you own, or something you are licensed to lend.
- Lending requests will always have a call number and location, so you don't have to look these up when managing a request. If the request is for a title in your electronic resources, the request will include a URL that will help you access the article or book chapter in your electronic resources.
- The goal is that when you receive a Rapid lending request, you can process it with minimal effort, either printing to pull from your stacks, or following the URL to get to a downloadable electronic asset.

Another key aspect of Rapid participation is the turnaround time commitment. Rapid libraries are committed to filling requests within 24 hours. This is Monday through Friday, it doesn't include weekends. If you fill requests over the weekends, that is great, but is not required. The turnaround time clock only runs during your work week.

To help you manage the turnaround time, there is a set of queues on the Rapid Main Menu page called Aging Status. This is visible for any Rapid library whether you are using the web page workflow or are managing your lending requests through another platform. It's a good idea to check this queue once or twice per day. You can see here the queues are broken into green, orange and red:

- The green queue lists requests that you have had for 24 hours or less, this is where you want to see your active lending requests.
- The orange queue is for requests you've had as a lender between 25 and 72 hours. When you see a request in this queue, you shouldn't panic, but it is good to review to see where that request is in your workflow
- The red queue is for requests that you've had for over 72 hours. The red queue is problematic as that is a long time in the Rapid system. I always recommend processing a red queue request as soon as possible, and that it might just mean cancelling it so it can move to a different lender. A request will automatically move to a new lender if you've had it for 96 hours.

Another important thing to note related to turnaround time, is that we say that Rapid lending is a "look once" process. If an item is not on shelf, we recommend cancelling the request to move it on to new lenders. Chances are that another library will be able to find and process the request before you are able to locate it in the library.

Finally, another key component of Rapid lending is the volume of requests you receive. The Rapid system works to load level between libraries, and you should expect to see as many requests as a lender as you are sending into Rapid as a borrower. There is some flexibility here, however. Some libraries prefer to be net

lenders, and so if you would like to receive more lending requests than you are borrowing, please send a note to the Rapid team. Likewise, if you feel you are receiving too many requests, or too few, let us know and we can assist. We can also work with you to temporarily reduce your lending volume if you are short-staffed or there is some other scenario where you would like to keep your lending active but would like fewer requests.

It is important to know that you can reach out to the Rapid team if you see any issues with lending, or if you have any questions. We are here to help!