

RapidILL Web Page Borrowing Workflow – New Requests

Hello, this video is an overview of the RapidILL borrowing workflow you can use to submit article and book chapter request to the Rapid system. This information is for Rapid libraries that use the Rapid web page for managing their borrowing requests.

We use the New Request page to place borrowing requests. When logged into the Rapid page, we can navigate to the New Request page under the Borrowing drop down menu. The default form is article requests under the Journals tab, and we can switch to book chapter requests by clicking the Book Chapter tab.

To submit a request, you add the request information to the appropriate fields. Several of the fields are required: Journal Title, Article Title, Year, Pages.

You will want to add as much information as you can to the request, of course, but some fields may not be relevant depending on the request you are attempting to submit. The Cross Reference ID field is where you can add a local reference number that will appear on the cover sheet of your requests and can be used for tracking.

I'm moving to a new tab where I have pre-populated an article request form. An important aspect of the system to understand is that Rapid matches requests to potential lenders in the system using specific fields from the request form. One match point is the standard number. Rapid matches using either the ISSN or OCLC number. Your requests can have both for the matching process. Rapid cross-matches your ISSN, meaning it will match the ISSN to lenders that own and lend in both print and electronic format, so you do not have to worry about choosing between using the print ISSN or the eISSN when submitting your requests.

Along with the standard number, Rapid matches to lender's holdings using the volume and year. Most of your requests will likely have both, but you will need at least one of these in your request form for a successful match.

Let's look at what happens when I attempt to submit a request without an ISSN. Rapid responds with an error to let us know we need to add a standard number. I'm going to add an ISSN and resubmit. Now we see a new note that indicates that we own the requested material. Rapid responds with your local call number and location if you attempt to submit a request that your holdings say you own. If the material is something you own in your electronic collection, Rapid will provide a URL that will help you access the item in your electronic resources. You'll notice that we have a new button on the form: Override Local Holding. You can choose this when the material is not available in your local collection to provide to your user. Maybe the item is not on the shelf, lost, or in a collection that you don't currently have access to. Let's click the button.

Now we see the request has found matches and has been successfully submitted to Rapid. Rapid has assigned a Rapid ID number, and now the request will be routed to partner libraries for fulfillment.

Let's also try to submit a book chapter request. The process is almost identical to placing an article request, the fields are just slightly different to match those needed for a book chapter request. The match points for a book chapter request are the ISBN and OCLC number fields. I have an ISBN, so I will submit the request using this standard number. Let's click the Query Rapid button. And success, we have sent our book chapter request to the Rapid system.

This completes the overview of submitting borrowing requests to Rapid using the Rapid New Request page. If you have any questions or run into any issues submitting requests, please contact the Rapid team.