Using RapidX for Fulfillment

Hello, this video is an overview of using RapidX for lending request fulfillment.

If you are using the Rapid web page for processing your lending requests, RapidX is the workflow you use for both updating your lending requests to Filled, and for delivery to the borrowing library. The RapidX page can be found under the Lending drop down menu.

You access the RapidX page when you are ready to upload files for lending request fulfillment. These can be files you've downloaded from your electronic journals or ebooks, or files scanned from your print collection. Either way, you will want to save the files on your computer using the Rapid number as the file name. The Rapid number is the unique 9 digit number with the hyphen symbol on your Rapid lending requests. I've saved a couple files for requests I'm working on in a folder called RapidX on my desktop.

To process requests through RapidX, I'll click the Send Rapid Request button. The upload box pops up, and provides some direction on uploading files. We can upload files in TIFF, PDF, or HTML. We can upload one file at a time or upload multiple files by holding down the control key. The green response let's us know the upload was successful. If there is an error uploading, the system will let us know. I'm going to attempt to upload a file with a Rapid number that does not match a current active lending request. We receive an error message.

Let's close this box, we can see that the two files we've uploaded are in a Pending Rapid queue. The files are held for 2 minutes. During this time, we can view files we've uploaded, or even remove them if we decide that we do not want to use them for fulfillment.

After the 2 minutes hold time has elapsed the RapidX service will process the files. The requests are updated to Filled which means that by uploading, we've completed the lending processing for these requests. Behind the scenes, the RapidX service adds coversheets to the files that includes the borrower/lender information, citation details, and a copyright statement. Finally, the system will deliver the files to the borrowing library through their preferred delivery method.

One of the benefits of using the RapidX service is you don't have to worry about delivery issues. The RapidX service is monitored by the Rapid Team, and if there are any issues with delivery, the team will contact the borrowing library to make sure they receive their files.

As always, please reach out to the Rapid Team if you have any issues or questions.