Document Delivery for Materials Owned by Your Library

To give your patrons an easy and holistic experience of document delivery services, you might want to enable document delivery for materials owned by your library to be performed via Rapido.

This means that your patrons will have the same workflow for document delivery requests supplied by other libraries and for digitization requests.
Same goes for you, the library staff – you will have a unified workflow for all document delivery functions: resources that were not found in your institution and for resources held by your library. Let's take a look.

As a patron, I need a chapter from a book. Within the library's discovery, let's **search** for the book. As you can see, the book was found in the library catalogue, Click on the library's link, you can see that Rapido offers to send us the chapter within 24 hrs. Let's Get It, fill in the chapter information, accept the copyrights, and send the request.

The request was successfully submitted, and when looking in the patron's library card, you can see it was placed. Now let's go and look at what has happened on the library's side.

Within the borrowing requests, a new request has been created and the partner is the name of the borrowing library, our library.
Same happened within the lending requests, a lending request was created for the resource, requested by our patron.
To fulfill the request, Let's ship it digitally. Once you've selected the file, you can preview the document via the preview window. And Ship. The lending request is now completed, as well as the borrowing one.

Note that all workflows that exist for lending requests are supported for materials supplied by the library via this mechanism. For example, if you have configured your library to automatically move the request to a digitization department, this will continue to happen. Now let's go to our patron's library card, you can see that the patron has received the resource.
For this process to work, there are 2 configurations you need to make in Alma:
First, by using Display logic rules, you will Display the desired offer for the patron – for chapter or article digitization, and not the option to place a physical/returnable request,

And then create a mediation rule, for document delivery in your own institution, which will allow the creation of both lending and borrowing requests for your library.
Let's start with configuring Display logic rules. Go to Alma Configuration, Fulfillment, then Display Logic Rules. create this rule to hide service Rapido Physical Offer with Availability by the Institution equal True. This setting will hide the option for materials available in the library, allowing only the digitized tile to be presented to the patron.

To learn more about Display logic rules and how to use them search for them in the Knowledge Center.

Now, let's see how to configure the mediation Rule. Still in the Configuration Menu, go to Resource Sharing, Borrowing mediation Rules. To learn how to create and manage mediation rules, we recommend watching the mediation rule session within the Rapido Essentials kit. In this case, the Document Delivery – Owned rule, is the one you need to create. Let's edit it and look at the details.

You can give it any name you want and add the Input Parameter Self owned And Available equal True. As Output Parameter you can select to add labels such as document delivery and Self owned, as you saw in the request earlier, and select the Fill Locally action.

The Fill Locally action in Rapido is used to create both the borrowing and lending requests in your own institution when the resource is owned and available by the library. Rapido will not look for the resource in other institutions.
You can also use it manually for document delivery under the actions of borrowing digital requests in cases where the library wishes to do this upon demand.

And now you know how to enable and fulfill document delivery for resources owned by your library.

Thanks for watching!