Rapido Extended Training
Find Partners

Hello, Rapido's main purpose and challenge is allowing you as the library staff, to fulfill as many patron's requests as possible. The library Pods for example, widen your fulfillment possibilities by offering items from other Alma libraries to fulfill those requests. If, however, the requests are not filled by your usual library pods, Rapido offers the Find Partners action.

Find Partners expand the number of libraries available to you, allowing you to fulfill your customers borrowing requests by approaching Alma libraries that aren't in your usual Rapido pods. In this session you will learn how to use the Find Partners option to fulfill unfilled requests.

Within Rapido, the Awaiting Partner is a set I've created for Active borrowing requests that were not fulfilled. Let's choose a request to fulfill, and Click on the row action list, Find Partners.

The item that was requested is displayed with a list of potential lenders who hold and have lendable terms for the material needed by the patron. For libraries to be included here, they will need to add themselves to the Resource Sharing directory and turn on data sharing. Read more about the Resource sharing directory and how to join it, in the Resource Sharing directory page in the Online Help.

Selecting one or more of the partners enables the create rota action. The rota is the list of libraries that could fulfill our request. Lets select two of these partners and click Create Rota. In this Rota list, you can reorder the partners with the Move Up and Move Down arrows depending on any preferences you hold.

Once the partners are in order, from the row action list, select Send Rapido Request Letter. You can send the letter to one or all libraries in the Rota list. This will send a Rapido Request New Resource Sharing Partnership letter via email to the lender, using the contact information entered in the resource sharing directory.

The letter contains information about the requested material, the means to contact you, the borrowing library and the instructions for setting up the connection to become a lending partner.

You can configure this letter under Configuration>General>Letters>Letters

Configuration. Searching for letters that pertain to Rapido. RapidoRequestNewResourceSharingPartnershipLetter

Here, you can select the information you want to display in the letter.

The lender will need to follow the instructions to become an active partner and then contact you, the borrowing library, using the contact information in the letter, to confirm the partnership and the ability to lend.

Back in the Rota list, once the partner contacts you as a configured and willing partner, go to that partner, and from the row action list select Activate.

When you activate a partner, A lending request will be automatically created for the lending institution, at the status of request sent to partner. This request now follows the usual workflow.

Note, that this partner only needs to complete the process of partner set up this one time. Once they are an activated partner, future requests could go to them automatically.

Now you know how to find lending partners that are not part of your Rapido Pods.

Thanks for watching!