Rapido Extended Training

Resupply Request Action

Hello, when working with other libraries, you may find that the delivered content your patron has received is lacking in some way – for example a missing page or a blurry page.

The borrower can initiate and ask the lender for a solution by using the resupply Request action. The lender then can follow through the resupply request and deliver the correct and full content to the borrower.

In this session you will learn how, as the borrower, you can use the Resupply Request action in order to reach out to the lender. And the best way, as the lender, to manage these types of requests by configuring and using alerts and sets.

Within Rapido, as the borrowing library, your request has been delivered. You learn from your patron that one of the pages is missing so the material is incomplete, and they need this page. You will need the lender to resend the material. From the borrowing request, open the more actions list and choose Resupply Request. The pop-up window allows you to add a note that is visible to the lender. Use this to inform the lender of the missing page number, or other issue. When finished typing, click Send. The action is complete, and the resupply request was just sent to the lending library. You can see that the requests' status has changed to Request sent to partner. Note! The resupply action can only be performed by the borrower once per request. In addition, it must be done within 7 days of the request being filled.

Now, let's look how the lending library can handle your resupply request. As the lending library, you can utilize an alert to notify you to work on resupplied requests. Go to Configuration>Resource Sharing>Manage Rapido Alerts. Within the Alerts page, find the "RESEND_REQUEST_RECEIVED" alert, enable it and Customize.

Now that you have an alert notifying you for resupply requests, it is recommended to create a designated set for those requests so you will know when you need to supply them.

In Rapido, go to the Lending Requests.
In the Facets area select to include zero values – this way this facet will always be visible to you, and you can utilize any of the facets regardless of the types of current active requests. Within the facets, find the Alerts filter and select the Resend Request Received alert. Apply. And Save as a New Set. Like in any set creation, select a Name, a Description if you like, a Group, Privacy Status. And Save.

Now the resupply requests will be displayed in this set. To resupply a request, click on it, and see in the note that was provided by the borrower, what needs to be changed about the delivered material. In this case, you need to send a new PDF due to a missing page. Once you have the new PDF, remove the alert, click on the row action list and ship digitally to fulfill the request.

Now you know what needs to be configured and how the Resupply Request workflow works, both from the lender and the borrower side. Thanks for watching!