Rapido Implementation  
Rapido Discovery

Hello,

This video will show the various configurations you can make to control the way Rapido offers are displayed in Primo VE. Your View configuration, when to present the resource sharing and to whom, using the Hide Get It From Other Locations and display logic rules, Rapido labels and customizing the request form.

To get Rapido offers to be presented in your Primo search, you first need to set it up in the Primo VE view. Under Configuration, in your institution level, go to Discovery> Display Configuration> Configure Views> choose the view in which you like to present the Rapido offers and Edit.

Under the General tab, check the Display Rapido Functionality checkbox. Next, under the Search Profile Slots tab, you can see the list of slots that are available for your patrons. Choose your Active Slots, as an example, you can have at least one active scope that will display your institutional inventory and one for the beyond the library slot, that will allow you to see results that you don’t have in your institution. Edit the slot, View the CentralIndex search profile, and check the Filter by Availability is not checked. In Primo VE, This search profile will allow the Expand your Search link to be displayed in searches with no results and will show and offer the patron Rapido and CDI items.

Your next business question should be who to show the possibility of Resource Sharing and Resource Sharing offers? Should all users, including not logged in ones, be aware of it? When logged in, will all user groups get Rapido offers, or only certain groups?

You can decide to completely hide Rapido offers until users are logged in. This means, that the whole Get it from other locations section won’t be presented. Go to the Resource Sharing Menu> Request Forms> Hide Get It From Other Locations and check the Hide section when user is not logged in checkbox. Save. Now, when a user that is not logged in is searching for an item, they will not be aware of the resource sharing possibility.Back in the Hide Get It From Other Location configuration, You can hide the resource sharing option from logged in users by adding specific user groups to this box. So even when logged in and getting results, the Get it from other location option won’t be presented to this group.

Rapido also allows you to make decisions regarding who will see Rapido offers and which offers will be presented to patrons, using the display logic Rules. Let’s look at some business decisions you can make, and how Rapido supports them. As a business decision, you can decide that Rapido will not show offers for items that are available in the institution. Under Configuration go to Fulfillment> Discovery Interface Display Logic> Display Logic Rules. Add a rule, to hide the service Resource Sharing request with availability by institution equal True. And Add and Close. Now, when searching for an item that is available in my Library Catalog, no Rapido offers will be displayed. If you want to hide resource sharing not according to availability but for resources that you own, you can change the rule to hide service Resource Sharing Request with Ownership by the institution equals true. And Save. Another business decision you can make is whether to allow patrons to place a resource sharing request for Physical items that exists in your institution? or digital resources that the Full text is available.

We’ll define a rule to hide Resource Sharing if service full text exists. Let’s add another rule to hide service Rapido Physical offer with Ownership by the institution equals True. Then, back in Primo, when searching for a book that the library owns, only a digital offer will be presented to the patron. Note, that once having at least one display logic rule that hides resource sharing service from a user group, Rapido offers will be blocked to all users, with the No Rapido Offers message display. Once they are logged in, the system will check which Rapido offers to present according to the rules. To configure the No Rapido Offers message, under Configuration go to Resource Sharing> Configuration> No Rapido Offer Message. In the Content area, you can edit the message. And Save. Now, you can click on the no Rapido offer message to see your new message.

Rapido allows you to change the out of the box labels – these are the wording of Rapido messages in Primo VE. For example the Expand your Search message, or Get it for me from other libraries, and Still didn’t find what you need. Or the words within the tiles. To change the labels, within the Configuration go to Discovery> Display Configuration> Labels. Find Rapido Labels. And Customize. This is a list of all the Rapido wording in Primo. Change the Label you wish and Customize. Back in Primo, here it is.

If a patron wants to submit a request, you can control the fields displayed in the form. Under Configuration go to Resource Sharing> Request Forms> Rapido Request Form Customization. For each field you can decide if you want to display it in the form or not.

Now you know what your configuration options are for Rapido in Primo VE.

Thanks for watching!