**Rapido Article Digital Request - Script**

Hello,

In this video we will show the end to end process of how an article digital request of a patron is fulfilled from discovery to delivery using Rapido. From the patron side placing the borrowing request, throughout the borrowing library until the delivery of the article by the lending partner. Let's see how it's done.

As a patron we are now searching for the article in our library catalog, and no records were found. Let's use the expand your search link – this will expand the search beyond the library catalog search and into the CDI index that includes the holdings of other Rapido institutions. And indeed, the article was found and a request can be submitted.

Note, that in Rapido Standalone or Starter, you will start the search in your Discovery, and then jump to the Rapido Discovery.

We will click the "Get it for me from other libraries" link to ask our library to get the article from the libraries in which it was found. Here is the offer Rapido gave us to get the article.

As you can see, this is an offer to get a digital copy, that will be delivered to us up until 24 hours, so let's get it!

We'll fill out our Email address, check the box to fully agree to copyright statement and send it out. Once the request was submitted successfully, we can see in our patron's library card that a request was created for us – the borrowing side and was sent to the library that will lend the article to us. Let's have a look.

The request will now appear in our library - the borrowing library – Alma University.

Using the Rapido Sets within Alma, and now selecting Borrowing requests, we can see this is the request our patron has just submitted.

You can see the status of this request – it was already sent to the partner.

Meaning, when submitting a digital article request, no action is required from the Library staff of the borrowing library in order for the request to be submitted to the lending library.

In case you want to mediate requests before they are sent to the lending institution, this can be changed by using the Borrowing Mediation rules.

You can also see the lending library, our partner. In this case the request was sent to the university of knowledge.

The next step in our workflow is to see what happens from the lending side, let's take a look at the lending library.

I'm now logged in to the University of Knowledge, the lending library, to which the request was automatically sent. Again, I'm entering the Rapido sets, this time to the lending requests set. Let's look at those that were created today.

You can see here the article, this is the same title the borrower looked for.

In order to send the article back to the requesting library, we will use the Row action tool to download the Electronic resource.

This option is available due to the fact that this is a request for an electronic journal.

Here we access our library collections to download the article as PDF,

and saved it on my computer. I've used a designated folder for articles, saving the article file under the request external ID. Nod, that you can choose any name convention you like, and that there is no size limitation for digital article.

Now, Let's send it to the Borrowing library. Back in the lending requests page, here is our request. I'll choose the ship item digitally option. In this document Delivery window, we can either browse or drop the file we've just saved as PDF. Let's drag and drop it.

Once we see the article was added to the table, we can now ship it.

As the lending side, the process has ended. We can see that the digital file was sent, and the status is now shipped digitally.

Let's go ahead and take a look at what happened in the borrowing side.

The patron has received the article directly to the mail account and can start reading it immediately"

For the borrowing library – I'm accessing the Rapido sets, Borrowing requests.

Therefore, if I go to "all active borrowing requests" set, I will not see it because it was completed.

Let's go to the Digital – completed set. This is a set that our library has created to view completed Digital requests.

If you don't have this option, you can use the facets to retrieve the requests you want to work on.

Now we can see the request we were working with, this is the external ID, And the status is "Request completed".

The patron has received, without any intervention of the library, the requested article.

And this was an overview of the end to end article digital request delivery process.

Thank you for joining!