

Top Five Tips for Borrowing in the RapidILL COVID-19 Initiative

Thank you for your participation in the RapidILL COVID-19 initiative! We've compiled a short list of tips to help you take best advantage of your RapidILL borrowing over the coming weeks. Most of these involve accessing the rapid.exlibrisgroup.com. All participating libraries can login to the Rapid web page to access additional functionality, even if you are placing/managing your borrowing requests through another platform. Use your Rapid username and password to authenticate. If you run into any issues, or have questions, please reach out to the RapidILL team: rapidill@exlibrisgroup.com.

#1 Standard number match – ISSN and OCLC number

Borrowing requests submitted to Rapid require specific fields in order to match to potential lenders. Rapid matches article requests to lender holdings using two points:

1. Standard Number (ISSN or OCLC Number)
2. Volume or Year

For the standard number, you don't need to include both, Rapid will match using either an ISSN or an OCLC number. However, the ISSN tends to be a better match. Rapid will cross-match the ISSN to both print and electronic formats to provide match the request to as many lenders possible. If you initially attempt to submit the request using just an OCLC number, try again using an ISSN.

Rapid will respond with an error if you attempt to submit a request without required information (screen shots are from the Rapid web page, but this also applies to workflow in other platforms):

Unable to format ISSN AND/OR OCLC number
ERROR Missing required standard numbers

Requesting Branch

Add an ISSN to the appropriate field and resubmit:

Year	<input type="text" value="2008"/>
Pages	<input type="text" value="1-eoa"/>
ISSN	<input type="text" value="1995-2856"/>

Success!:

Journals	Book Chapter
<p>The live query to Rapid found 3 matches. This request has been sent to Rapid # -16079014</p>	
Requesting Branch	
<input type="text" value="Main Library"/>	
	<input type="button" value="Query Rapid"/> <input type="button" value="Clear"/>

Book Chapter requests require a standard number, either an ISBN or an OCLC number:

Publisher	<input type="text"/>
Year	<input type="text" value="2014"/>
Pages	<input type="text" value="54-67"/>
ISBN	<input type="text" value="9780199662685"/>

#2 Including a Reference Number to track your request in Rapid

If you are submitting requests to Rapid through the Rapid web page, you can include a local reference number that will allow you to run a Status Check search on the Rapid web page (see tip #3 below). Include the reference number in the Cross Reference field. The reference number will also display on the coversheets for Filled requests:

Year	2008
Pages	1-eoa
ISSN	1995-2856
OCLC #	
Cross Reference ID	12345678

If you are using another platform to submit your requests to Rapid, the reference number will automatically be included with the request in Rapid:

ARTICLE TITLE:	A series of lectures on the telegraph, delivered before the Franklin Institute. Session, 1850-1851
ARTICLE AUTHOR:	Franklin Institute (Philadelphia, Pa.)
VOLUME:	53
ISSUE:	3
MONTH:	
YEAR:	1852
PAGES:	182-191
ISSN:	0016-0032
OCLC #:	1331857
CROSS REFERENCE ID:	5056338990000121
VERIFIED:	

#3 Status Check

To see the full history of a request in Rapid, or to see where a request is in the process, you can run a search on the Rapid Status Check page: <https://rapid.exlibrisgroup.com/ill/StatusCheck>

This is also available under the Borrowing drop-down menu at the top of the screen:

The screenshot shows the top navigation bar of the Rapid ILL website. The 'Borrowing' dropdown menu is open, displaying the following options: Cancel Request, Edit Request, Delete Request, and Status Check (highlighted in yellow). The 'Main Menu' is also visible, showing 'Lending' and 'Borrowing' sections. The 'Expand All | Collapse All' link is also present.

You can search using:

- Rapid request number
- Title (searches both Journal/Book title, and Article/Chapter title)
- Cross Reference number – this is where you search your local reference number

The screenshot shows the 'Enter Search Criteria' form in the Rapid ILL system. The form includes the following fields and options:

- Rapid #**: Input field containing '-16071335'
- Today Only**: Radio button (unchecked)
- Type of Request**: Dropdown menu set to 'Article'
- Title**: Input field
- Cross Reference**: Input field
- Patron Id**: Input field
- Patron Name**: Input field

At the bottom right, there are two buttons: 'Search' (highlighted in green) and 'Clear'.

The search result will include all request information along with history of the request activity:

RAPID Request Results

1
 ACTIONS
[\[Resend\]](#)
[\[Move on\]](#)

Rapid #: -16071335


RapidX Upload

Status	Rapid Code	Branch Name	Start Date
New	OPENUNIV	Main Library	04/22/2020 11:37 PM
Pending	ALMAUNIV	Main Library	04/22/2020 11:37 PM
Batch Not Printed	ALMAUNIV	Main Library	04/23/2020 02:30 AM
Uploaded via RapidX	ALMAUNIV	Main Library	04/24/2020 02:30 PM
Filled via RapidX	ALMAUNIV	Main Library	04/24/2020 02:34 PM

CALL #: <https://na02.primo.exlibrisgroup.com/discovery/openurl?insti...>

LOCATION: **ALMAUNIV :: Main Library :: Elsevier ClinicalKey Journals**

RAPIDX: [View Document](#)

DOCUMENT:

REQUEST TYPE: Article CC:CCG

JOURNAL TITLE: Journal of the American College of Cardiology

#4 Resend and Move on Actions

The Rapid Status Check page provides you with a couple of actions that might be helpful to you obtain better copies of requests that have been filled in Rapid:

RAPID Request Results

1
 ACTIONS
[\[Resend\]](#)
[\[Move on\]](#)

Rapid #: -16071335


Resend – The Resend action reactivates the request and will direct it back to the original lender. This requires a Resend comment which will provide the lender with information on why the first scan was insufficient. The lender can then fill the request a second time, or can also cancel to move to a new lender if they find they are unable to provide a suitable file.

Move On – The Move On action will reactivate the request, but instead of going back to the original lender, the request will move to a new lender. This is helpful in the event the original lender seems unable to provide a good copy.

* Please note that the Resend and Move On actions are only available for 7 days once the request is updated to Filled. If this time period has elapsed, you will need to submit a new request into Rapid.



#5 Statistics

After you have been using Rapid for a while, you will likely want statistics of your request activity. If you are using another platform to place requests, you might have local statistics you can access. However, all Rapid users can access statistics through the [Rapid Statistics web page; https://rapid.exlibrisgroup.com/Reporting/Statistics/BorrowingSummary](https://rapid.exlibrisgroup.com/Reporting/Statistics/BorrowingSummary). The Statistics page can be accessed under the Borrowing drop-down menu at the top of the Rapid page:

The screenshot shows the top navigation bar of the Rapid ILL web application. The navigation bar includes the Rapid ILL logo (now part of ExLibris) and several menu items: Home, Main Menu, Public Info, Lending, Borrowing, and Tools. The Borrowing menu is expanded, showing a list of options: Cancel Request, Edit Request, Delete Request, Status Check, Resend, **Statistics** (highlighted in yellow), Search Holdings, and New Request. Below the navigation bar, the Main Menu is visible, with sections for Lending (Journal Articles (0), Book Chapters (0), Books (0)) and Borrowing (Bad Citation (0), Not Available in, Journal Articles).

There are two reports available, a Borrowing Summary Report, and Borrowing Detail Data. These can be accessed via the links on the left:

The screenshot shows a navigation menu with two main sections: Lending Statistics and Borrowing Statistics. Each section has a right-pointing arrow. Under Lending Statistics, there are two sub-items: Lending Summary and Lending Detail Data. Under Borrowing Statistics, there are two sub-items: Borrowing Summary and Borrowing Detail Data.



The **Borrowing Summary** report is useful to see your overall Rapid activity. The report has a Calendar Year view and a Fiscal Year view (July – June). If you have a multi-branch configuration, you can choose which branches to include in the report. You can also set which Request Type to include in the report (Article, Book Chapter). Choose View Report to display the statistics:

The key statistics to note in this report are:

Borrowing Requests:	the number of requests successfully added to Rapid
System Average Borrowing requests:	the average number of requests placed by libraries in your Rapid pod. This is probably not too helpful to you, since this statistic also includes full Rapid members who are lending in the pod.
Borrowing Filled:	the number of requests that were filled by Rapid lenders
Borrowing Unfilled:	the number of requests that were not able to be filled by Rapid lenders
% Filled:	the filled percentage of your requests
System Avg % Filled:	the average filled percentage of Rapid libraries involved in the COVID-19 pod
Avg Filled TAT (Hours):	the average time it took for your requests to be updated to Filled by Rapid lenders
System Avg Filled TAT:	the average time it took for requests to be filled in the COVID-19 pod



You can expand each year in the report to the month level and then day level as needed, by clicking the “+” on the left.

Borrowing Summary

Statistics / Borrowing Summary

Query Criteria

Report View: Calendar Year
 Branch: Main Library
 Request Type: Article, Book, Book Chapter

Statistics are available from January 1, 2015

Clear View Report

Borrowing Summary ** System Average based on Virtual Pod

RapidIll.org :: Borrowing Summary (Calendar Year)

Excel CSV PDF

	Year	Rapid Code	Borrowing Requests	System Avg Borrowing Requests	Borrowing Filled	Borrowing Unfilled	% Filled	System Avg % Filled	% Unfilled	System Avg % Unfilled	Avg Filled TAT (Hours)	System Avg Filled TAT (Hours)	Avg Unfilled TAT (Hours)	Sy Av Un TAT (H
-	Calendar 2020	OPENUNIV	7	0	5	1	0%	0%	0%	0%	0	0	0	
+	April	OPENUNIV	3	0	2	0	0%	0%	0%	0%	0	0	0	
+	March	OPENUNIV	4	0	3	1	0%	0%	0%	0%	0	0	0	
+	February	OPENUNIV	0	0	0	0	0%	0%	0%	0%	0	0	0	

The **Borrowing Detail Data** report provides you with a list of every request you placed in Rapid for each month. There is a lot of information in the report for each request including final request status, lender, citation information, and the turnaround time.

These reports can be exported to Excel, CSV or PDF file types.

Borrowing Detail Data

Statistics / Borrowing Detail Data

Query Criteria

Month: April Year: 2020

Statistics are available from January 1, 2015

Clear View Report

Borrowing Detail Data

Show 10 entries Search: Excel CSV PDF

Borrowing Branch	Rapid #	Request Type	Rapid Status	Lending Library	Lending State	Issn	Isbn	Oclc No	Call Number
Main Library	15983835	Article	FILLED RAPIDX	OPENUNIV	IL	0016-0032		1331857	https://na02.primo.exlibrisgroup.com/institution=EXLDEMO3_INST?u.ignore_date_coverage=true&rf.t.m
Main Library	15974393	Article	FILLED RAPIDX	OPENUNIV	IL	0896-7210			https://na02.primo.exlibrisgroup.com/institution=EXLDEMO3_INST?u.ignore_date_coverage=true&rf.t.m