Welcome to the third of four Rapid Rocks describing the new Rapid website! So far we have completed numbers 1 & 2 below and today we will discuss #3—Borrowing. Next week, we will discuss the Rapid Tools area as our final issue in this series.

1. The Home page and Public Info drop-down box;
2. the Main Menu and Lending;
3. Borrowing and, finally,
4. the Rapid Tools area.

While a large percentage of you use Rapid through your local ILL management system and rarely use the website, I hope you will still read this month’s newsletters because there may be tips or reminders you will find helpful.

BORROWING: Review the last Rapid Rocks New Site Design Part 2 of 4, May 23, 2016 (page 1) for information on how the Borrowing queue looks on the Main Menu page.

Just as you saw in the Main Menu and Lending issue earlier this week, the Borrowing actions are found by clicking the down arrow next to “Borrowing” on the Rapid website’s top toolbar.

We will not be discussing all of the functions shown here on the Borrowing drop-down because three of them: Status Check, Statistics and Search Holdings, are shared functions and act identically regardless of whether you open them under Borrowing or Lending. These three were covered in the last Rapid Rocks on pages 5-7. If you’d like to review them, that issue is available here: New Site Design Part 2 of 4, May 23, 2016

Let’s begin by discussing how to cancel a Rapid request. There are a myriad of reasons you might need to cancel a borrowing request and there are a couple of Rapid rules for cancelling.
1. You can cancel only requests that originated at your institution.
2. There is a difference between cancelling and deleting in the Rapid system.

In addition, a cancelled request behaves differently depending on your ILL management system:
- ILLiad users: a request cancelled in Rapid, will automatically move into your ILLiad “Awaiting Unfilled Processing” queue.
- Relais users: a request cancelled in Rapid, will automatically update in Relais.
- Rapid web, WorldShare and Clio users: a cancelled Rapid request will move into your “Not Available in Rapid” queue where you will handle it appropriately.

Not sure how to handle your “Not Available in Rapid” queue requests? Please ask!

Let’s take a look at Cancelling a Rapid request. To begin, click the “Cancel Request” option on the drop-down menu.
Enter the Rapid number of the request you want to cancel, or search the list below and click on the appropriate request. Alternatively, you can search the requests using the “Filter Results” box below.

There are two important things to notice.

1. There is a comment box. You must enter a comment of at least 6 characters about why the request is cancelled. This note is for you—it does not return to the patron or lending library.

2. Notice that this request has been batch printed by WTU. Since they have printed it and are obviously working on it, you’ll want to tell them that you’ve cancelled it. We’ll discuss how to do that when we talk about Rapid Tools next week.

3. Click “Cancel Request” to complete the action.

For this example, I have elected to click on the top request, #10650135. (The request is truncated below to fit onto the screen.)

(1) There is a comment box. You must enter a comment of at least 6 characters about why the request is cancelled. This note is for you—it does not return to the patron or lending library.

(2) Notice that this request has been batch printed by WTU. Since they have printed it and are obviously working on it, you’ll want to tell them that you’ve cancelled it. We’ll discuss how to do that when we talk about Rapid Tools next week.

(3) Click “Cancel Request” to complete the action.
EDITING A REQUEST

Editing a Rapid request is quick and easy and must be done within the Rapid system. Neither Relais nor ILLiad will update a request in Rapid with the corrected information. Be sure to edit your requests in Rapid and in your ILL management software.

Clicking “Edit Request” will open the box below.

When you edit a Rapid request you need to know the Rapid number, and as you can see, there is not a list of requests to choose from like we saw in the Cancel Request area. You can use Rapid’s “Status Check” function (discussed in the last “Rapid Rocks!”) to find the request number. Enter your Rapid Request number and click “Search”

Below, you see, I have already entered my request number.

This will bring display the request in its entirety to your screen. You can change any field that is NOT grayed out. Because the screen shot is too large for this document, I have broken it up into several section over the next couple of pages.

Here is something important to note. This request has been batch printed at CSL. If we make changes to the request, we need to tell CSL so they have the correct information. We’ll discuss how to do that next week when we talk about the Rapid Tools area.

The “OCLC Journal Title” box is grayed out and cannot be edited
This field, the “System Year” is the other non-editable field.

When you have made your changes, click the “Save Request” button. **Remember!** The lender does not know you’ve edited the request information and you need to update your ILL Management System as well.

If you need to, you could delete or cancel the request at this time.
DELETING A REQUEST: things to know...

1) Begin by clicking “Delete Request” on the Borrowing drop-down box.

2) You can delete only requests that originated at your institution.

3) You must manually update your ILLiad or Relais record to reflect the request’s deleted status. Unlike “Cancelled” requests, deleted requests do NOT go into your “Not Available in Rapid” queue or back into your ILL management software.

4) You must know the Rapid number of the request in order to delete it. (Use Rapid’s Status Check function to find the number.)

5) A deleted Rapid request is still viewable using the Status Check function.

RESEND

Occasionally you may receive an article from a lending library that is missing a page or has another issue.

To have the article resent to you, begin by click the Resend option on the Borrowing drop-down menu.
The three simple steps to requesting a resend are:
1) Enter the Rapid request number

2) Enter your comment. For example, “Please resend page 17”

3) Click the Submit button

Now we come to an interesting feature in Rapid...one that most of you do not have.

It is the New Request function.

Rapid’s New Request function is used primarily by libraries that do not have an ILL management system that will interface with Rapid (such as VDX). Some smaller libraries in Rapid do not have an ILL management package at all and use the New Request feature to put their patrons’ requests into the Rapid system.
This is the top of the New Request screen. The steps for manually submitting a request into Rapid are very easy.

1) Select “Journal”, “Book Chapter” or “Book” at the top of the page.

2) Select the branch of your library requesting the material

3) Enter the citation and patron information into the form (the form is truncated in the screen shot below)

4) Click:
   A. “Query Rapid” if you want to see if the material is available in the system
   B. “Send to Rapid” to send your request into the Rapid system
   C. “Send to Reprints Desk” to bypass Rapid and go directly to this commercial document supplier
   Or click D. “Clear” to clear the form and start over.

If you think the New Request feature would be helpful in your Rapid operation and you don’t see it listed in your Borrowing drop-down menu, please contact the Rapid team (rapidstaff@rapidill.org) and we will activate it for you.

Note that requests submitted via the New Request feature will not appear in your ILL management system and must be handled on the Rapid website.
I hope you’ve enjoyed this Rapid Rocks and seeing our new look. Look for another Rapid Rocks! next week when we’ll finish up this series by discussing the Rapid Tools options.

As always, if you have any questions, concerns, suggestions or ideas for Rapid Rocks, please let us know. We value your input very much.

You can reach the Rapid team at: Rapidstaff@RapidILL.org.
You can also follow us on Facebook at: http://www.facebook.com/pages/RapidILL/128428537179013

Stay in touch with
RapidILL
Do you have ideas to improve Rapid?
Is there a Rapid feature that you do not understand or would like a tutorial about?
Please ask!
Send your ideas, comments and suggestions to the Rapid team at:
Rapidstaff@RapidILL.org

Contact Rapid Staff

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mike Richins</td>
<td>970.491.0955</td>
<td><a href="mailto:mike.richins@colostate.edu">mike.richins@colostate.edu</a></td>
</tr>
<tr>
<td>Jane Smith</td>
<td>970.491.3195</td>
<td><a href="mailto:jane.smith@colostate.edu">jane.smith@colostate.edu</a></td>
</tr>
<tr>
<td>Tom Delaney</td>
<td>970.491.7811</td>
<td><a href="mailto:tom.delaney@colostate.edu">tom.delaney@colostate.edu</a></td>
</tr>
<tr>
<td>Greg Eslick</td>
<td>970.491.6578</td>
<td><a href="mailto:greg.eslick@colostate.edu">greg.eslick@colostate.edu</a></td>
</tr>
<tr>
<td>Sam Friedman</td>
<td>970.491.7601</td>
<td><a href="mailto:sam.friedman@colostate.edu">sam.friedman@colostate.edu</a></td>
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