Rapido Working Group Open Meeting

Aronne Watkins
Sylvain Courret

Rapido Working Group
September 17th 2025

Rapido Working Group Members

Aronne Watkins (Swiss Library Service Platform – SLSP, CH)	Chair
Jürgen Küssow (Swiss Library Service Platform – SLSP, CH)	Chair Deputy
Sylvain Courret (Coordination Renouvaud, CH)	WG representative Consortia
Heather Cripps (University of Derby, UK)	WG Member
Helen Hall (University of Liverpool, UK)	WG Member
Jane King (University of Newcastle, AUS)	WG Member
Kriselda Samson (University of Sydney Library, AUS)	WG Member
Alex Forrest (University of Edinburgh, UK)	IGeLU Liaison
Lori Hilterbrand (Orbis Cascade Alliance, USA)	ELUNA Liaison

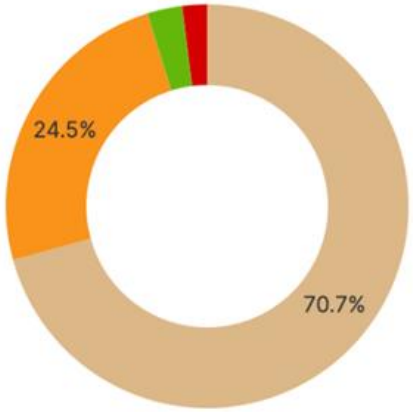
2024 CERV Winners

The following 3 requests have successfully passed the 2024 cycle:

Request ID	Title	Assigned Development Points (out of 60 total available)
RAENH-I-1179 (delivered)	Rapido to parse more volume formats for multivolume works or to provide dropdown for patrons to select multivolume work to be requested	15
RAENH-I-1181 (delivered)	Rapido: Closing Periods: Due Dates & Renewals	30
RAENH-I-1253 (delivered)	Reject Reasons customizable	15

CERV Process

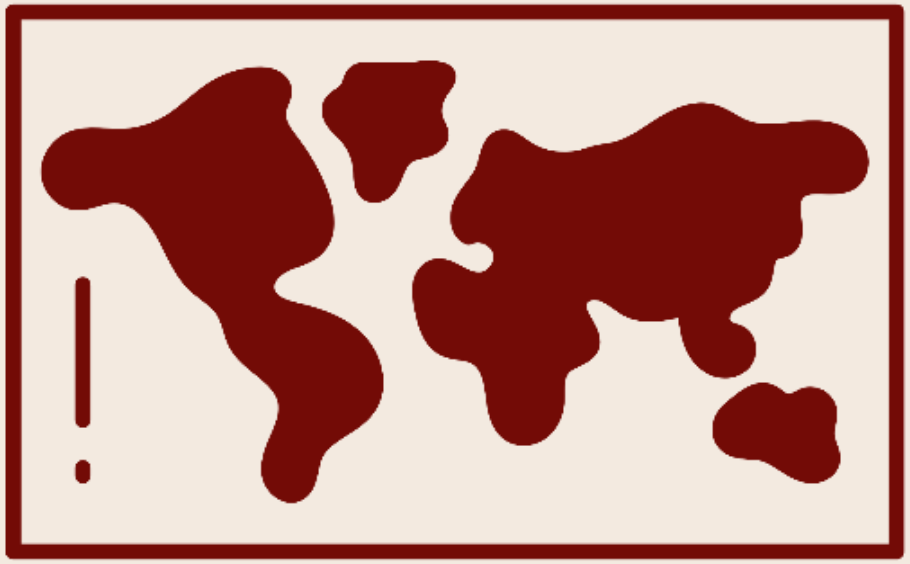
Status



- **176** Archived
- **7** Delivered
- **0** New
- **0** Received from another workgroup
- **0** Under Review
- **61** Votable
- **5** Not Votable
- **0** Accepted
- **0** Rejected

2025 CERV

66 total:



Oceania - Europe - Asia (33 ideas)

- Australia (15)
- Switzerland (7)
- UK (6)
- Israel (3)
- New Zealand (1)
- Japan (1)

North America (33 ideas)

2025 CERV

61 votable:

User experience & interface (33 ideas)

- Improve display of request info and statuses
- Hide unavailable formats in GTI
- Better search and discovery options
- Streamlined request screens

Workflow automation & efficiency (11 ideas)

- Batch slip printing
- Automated “reported” filters
- Easier invoicing & lost-item handling
- Faster borrowing/lending processing

Request policies and options (7 ideas)

- Renew options
- Mediation rules for lending requests
- Mediation of duplicate requests

Partner and network management (5 ideas)

- PODs based on language
- Partner labels for Analytics
- Use non-email partners for email requests

API and data access (3 ideas)

- Extract the borrowing IZ
- File Size for RapidILL articles
- Stop repeat requests

Visibility & Reporting (2 ideas)

- Live RapidILL request counts
- Enhanced request statistics and reports

2025 CERV

5 not votable:

- 1 Not enough information was provided. Rejection due to lack of information
- 1 Merged with similar request
- 1 Already supported (with June 2025 release)
- 1 Not enough information was provided, as it read it was already supported
- 1 duplicate

2025 CERV Top 4

RAENH-I-1284: Resource sharing form: Add logic to remove the Pickup location field for digital resource sharing requests (10 dev points)

RAENH-I-1276: The automatic transfer of Patron Notes on Borrowing requests to the Lending library (8 dev points)

RAENH-I-1266: Capability to refine Digital Article requests (10 dev points)

RAENH-I-1273: Stop repeat requests from another library for an item if rejected for copyright compliance (20 dev points)

(Fifth winner is in discussion by Working Groups)

RAENH-I-1284: Resource sharing form: Add logic to remove the Pickup location field for digital resource sharing requests

Users should not have to choose a pickup location for articles/book chapters that will be emailed to them. Current problem: In order to mandate users to fill out the field "pickup location" for physical resource sharing requests, we have to also require patrons to fill that field out for article and book chapter requests, which will be delivered digitally.

The pickup location field is in the Resource Sharing Request form (Alma Config > Discovery > Resource Sharing Request). The problem is that this Resource Sharing Request form isn't smart enough to tell between a physical and a digital request. The "Pickup Location" field is in the "Delivery Fields" section, which applies to every request, regardless of format. In order to mandate our users to pick their preferred pickup location for physical requests, we have no other option than requiring them to fill out this form for article/book chapter requests too. This is an issue for multi-branch libraries who do not assign primary campuses to their patrons.

Impact: Users will not have to select a pickup location for requests that will be delivered digitally. This will reduce confusion.

- FLVC (US)

RAENH-I-1276: The automatic transfer of Patron Notes on Borrowing requests to the Lending library

It should be possible for patrons to write a Note on the ILL request form that will be visible to the Lending Library (like with ISO).

Such Notes often include pertinent information about the request such as the importance of Figures & Plates / References at end of book / No Pre-Prints / No OA and more, which often help the Lender fill the request in a timely manner.

Without this information, the Lender may reply Bad Citation or Reject the request leading to other libraries trying to supply it and an unnecessary delay.

- University of Haifa (IL)

RAENH-I-1266: Capability to refine Digital Article requests

Digital Article requests can be placed via RapidILL regardless of the availability of items. It can therefore happen that patron users request articles which are not present in any library collection, or that would be available but only in libraries where no digitization service is offered (resp. libraries which are no RapidILL partners).

This can lead to additional workload for staff users, who need to check pending requests to verify if there is any available item/partner or if they must be cancelled, and consequently also contact patron users to notify the unfulfilled request.

We therefore suggest introducing a refine functionality in order to prevent Digital Article requests if no offer can be identified. This would reduce the internal administrative work for library staff users, as well as help patrons getting the needed files without delay or frustrating rejections.

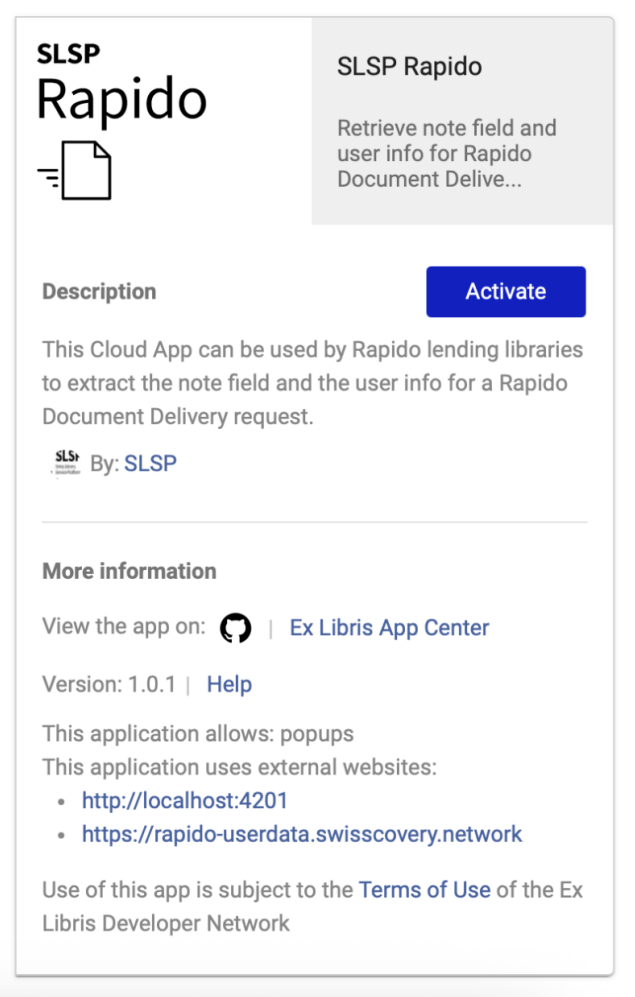
- SLSP (CH)

RAENH-I-1273: Stop repeat requests from another library for an item if rejected for copyright compliance

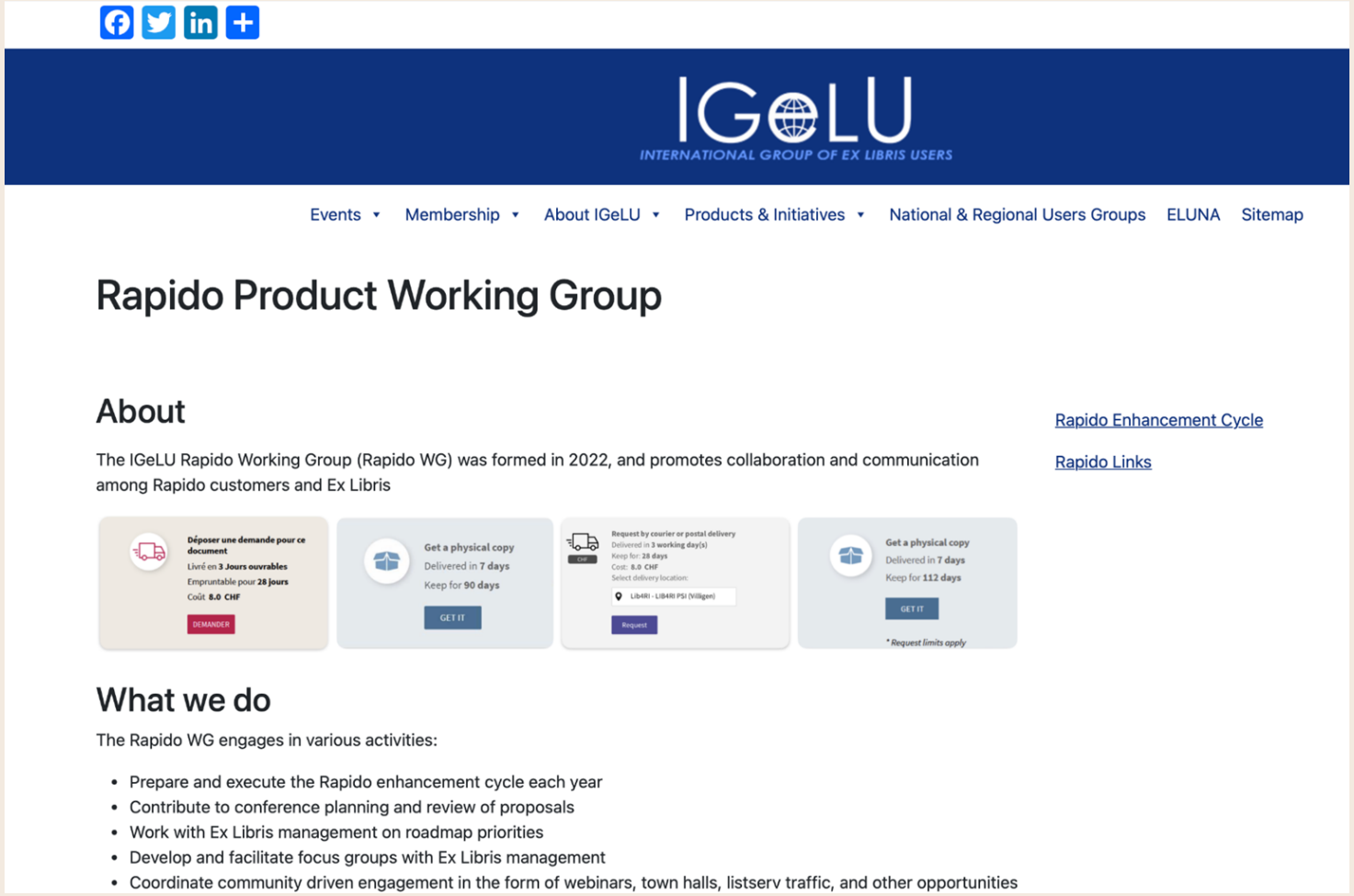
Once a library rejects a RapidILL request due to copyright compliance, it does not receive another request for that same item from the same RapidILL borrowing library.

- University of Southern Queensland (AUS)

CloudApp Rapido



Join us



IGeLU
INTERNATIONAL GROUP OF EX LIBRIS USERS

Events ▾ Membership ▾ About IGeLU ▾ Products & Initiatives ▾ National & Regional Users Groups ELUNA Sitemap

Rapido Product Working Group

About

The IGeLU Rapido Working Group (Rapido WG) was formed in 2022, and promotes collaboration and communication among Rapido customers and Ex Libris

Rapido Enhancement Cycle

Rapido Links

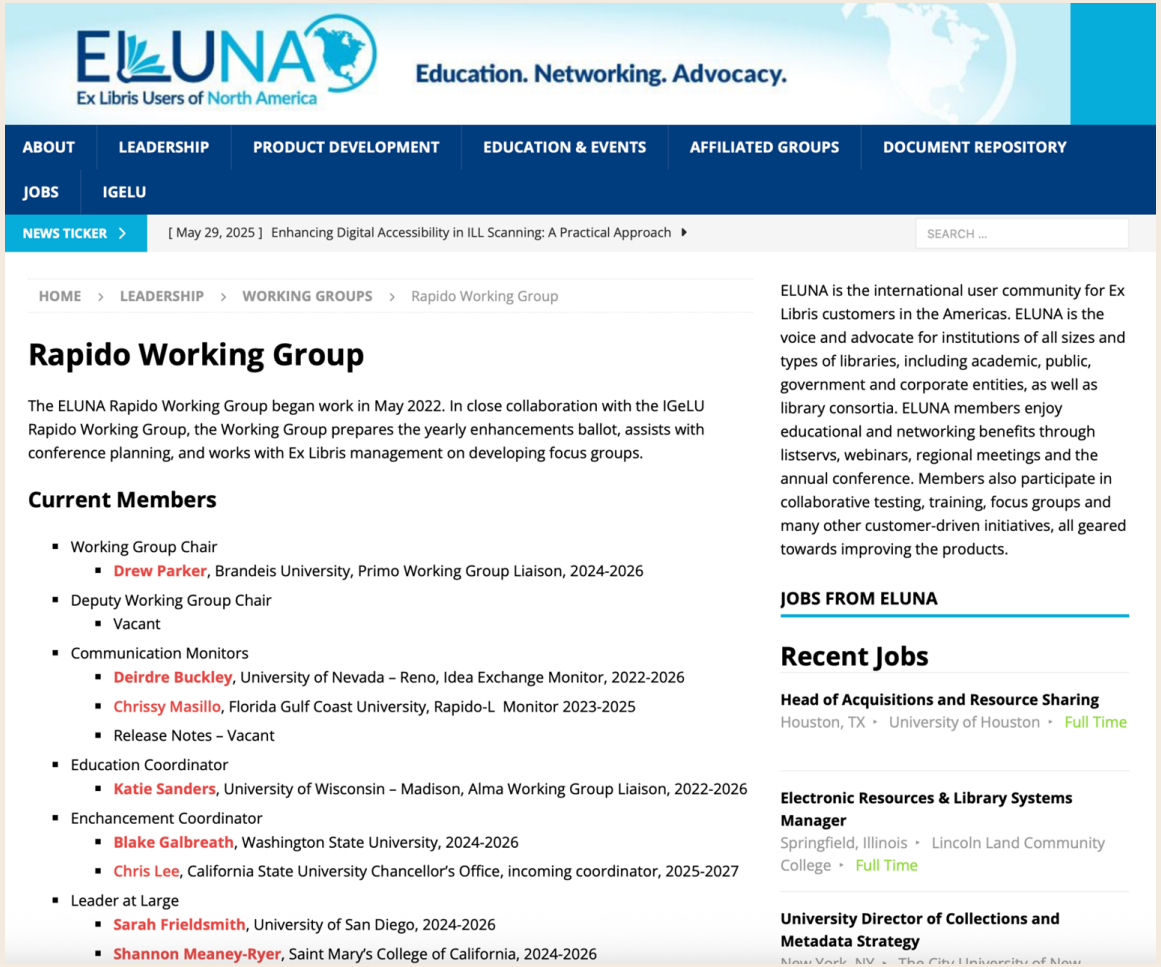
What we do

The Rapido WG engages in various activities:

- Prepare and execute the Rapido enhancement cycle each year
- Contribute to conference planning and review of proposals
- Work with Ex Libris management on roadmap priorities
- Develop and facilitate focus groups with Ex Libris management
- Coordinate community driven engagement in the form of webinars, town halls, listserv traffic, and other opportunities

https://igelu.org/products-and-initiatives/product-working-groups/rapido/

ELUNA Rapido Working Group



ELUNA Ex Libris Users of North America

Education. Networking. Advocacy.

ABOUT | LEADERSHIP | PRODUCT DEVELOPMENT | EDUCATION & EVENTS | AFFILIATED GROUPS | DOCUMENT REPOSITORY | JOBS | IGELU

NEWS TICKER [May 29, 2025] Enhancing Digital Accessibility in ILL Scanning: A Practical Approach

SEARCH ...

HOME › LEADERSHIP › WORKING GROUPS › Rapido Working Group

Rapido Working Group

The ELUNA Rapido Working Group began work in May 2022. In close collaboration with the IGeLU Rapido Working Group, the Working Group prepares the yearly enhancements ballot, assists with conference planning, and works with Ex Libris management on developing focus groups.

Current Members

- Working Group Chair
  - Drew Parker, Brandeis University, Primo Working Group Liaison, 2024-2026
- Deputy Working Group Chair
  - Vacant
- Communication Monitors
  - Deirdre Buckley, University of Nevada – Reno, Idea Exchange Monitor, 2022-2026
  - Chrissy Masillo, Florida Gulf Coast University, Rapido-L Monitor 2023-2025
  - Release Notes – Vacant
- Education Coordinator
  - Katie Sanders, University of Wisconsin – Madison, Alma Working Group Liaison, 2022-2026
- Enchancement Coordinator
  - Blake Galbreath, Washington State University, 2024-2026
  - Chris Lee, California State University Chancellor's Office, incoming coordinator, 2025-2027
- Leader at Large
  - Sarah Frieldsmith, University of San Diego, 2024-2026
  - Shannon Meaney-Ryer, Saint Mary's College of California, 2024-2026

ELUNA is the international user community for Ex Libris customers in the Americas. ELUNA is the voice and advocate for institutions of all sizes and types of libraries, including academic, public, government and corporate entities, as well as library consortia. ELUNA members enjoy educational and networking benefits through listservs, webinars, regional meetings and the annual conference. Members also participate in collaborative testing, training, focus groups and many other customer-driven initiatives, all geared towards improving the products.

JOBS FROM ELUNA

Recent Jobs

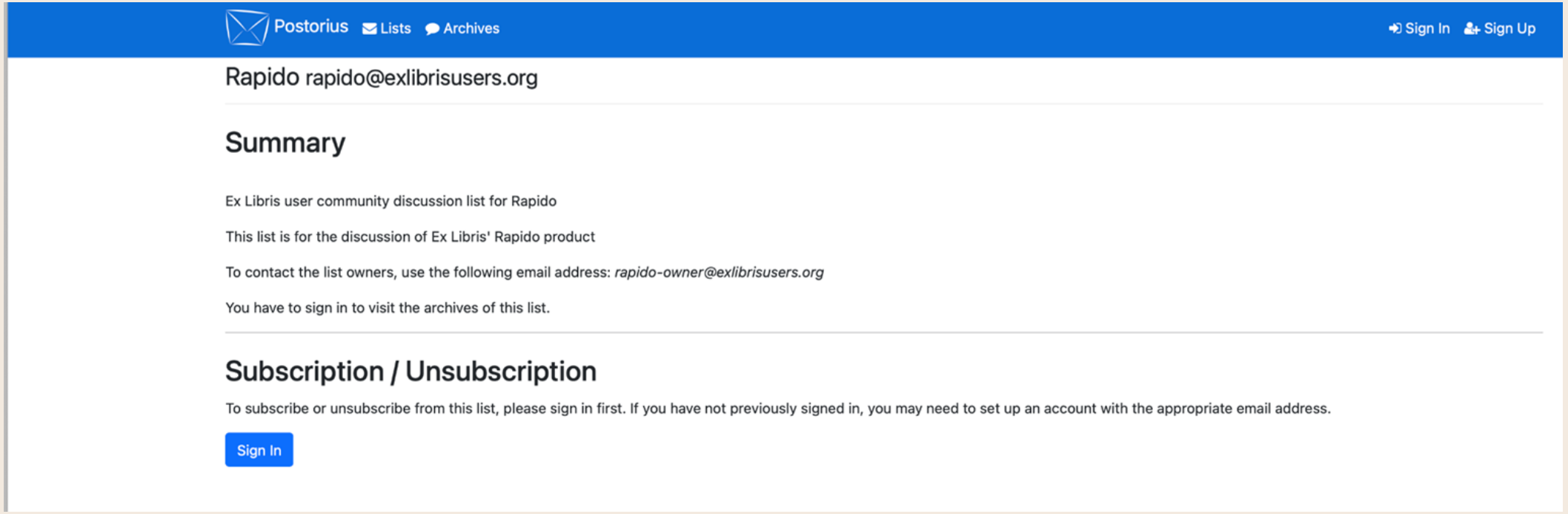
Head of Acquisitions and Resource Sharing
Houston, TX • University of Houston • Full Time

Electronic Resources & Library Systems Manager
Springfield, Illinois • Lincoln Land Community College • Full Time

University Director of Collections and Metadata Strategy
New York, NY • The City University of New

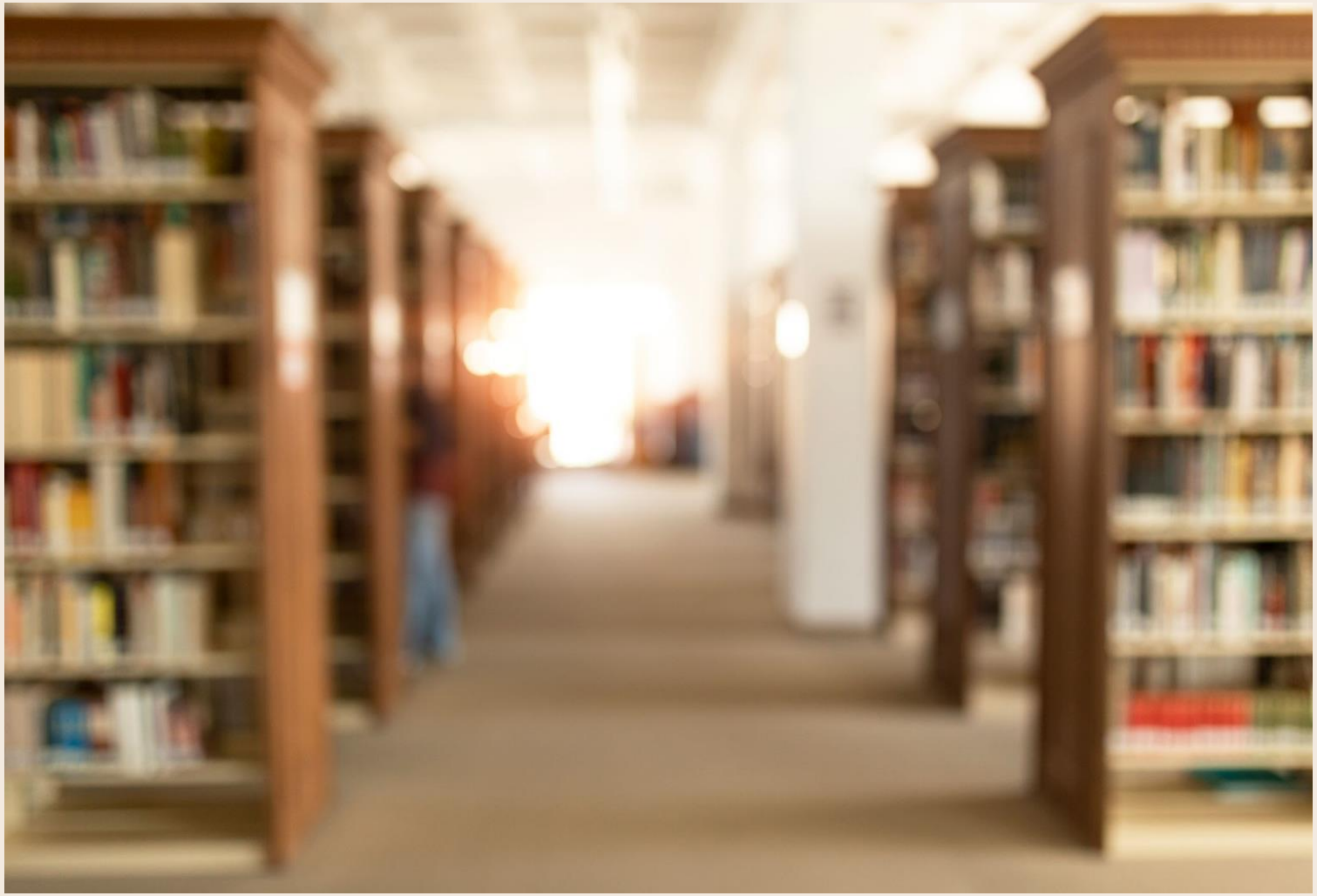
https://el-una.org/leadership/working-groups/rapido-working-group/

Rapido Listserv



https://exlibrisusers.org/postorius/lists/rapido.exlibrisusers.org/

Discussion / Questions?



Thank You!

20th Conference
IGeLU 2025
Siena 15-18th September