

The logo features the word "ExLibris" in a serif font, with a stylized arch above the "i". Below it, the text "Part of Clarivate" is written in a smaller, sans-serif font.

ExLibris
Part of Clarivate

Rapido Letters

Agenda

RAPIDO LETTERS

- Letters Configuration
- Letters Sent to Patrons
- Letters used in Lending workflow
- Letters used in Borrowing workflow
- Letters used in Resource Sharing Email Workflow
- Other Letters

Letters Configuration

- To configure letters, you must have one of the following roles:
 - General System Administrator
 - Letter Administrator
- All letters appear on the Letters Configuration page
Configuration Menu > General > Letters > Letters Configuration

Documentation

https://knowledge.exlibrisgroup.com/Rapido/Product_Documentation/02_Configuration#Rapido_Letters



Letters sent to patrons

Resource Sharing Request Confirmation Letter:

When: Automatically sent by system when a request is placed

Use: Confirms with the patron that their request has been placed



Resource Sharing Request Confirmation Letter

Dear Sir/Madam,

We would like to inform you that your request has been created and is now being processed by the library. Please see details below:

Internal Identifier: 3554544910004016

External Identifier: 01ITHACACOL0001402

Journal Title: Journal of management studies

Article Title: Motivating Employees to Work Beyond Retirement: A Multi-Level Study of the Role of I-Deals and Unit Climate

By: Bal, P. Matthijs ; De Jong, Simon B ; Jansen, Paul G. W ; Bakker, Arnold B

Format: Digital

Volume: 49

Issue: 2

Start Page: 306

End Page: 331

Publication Date: 2012-03

Please contact the library with any question

Sincerely

Ithaca College

Document Delivery Notification Letter: for digital requests

When: Patron receive this letter the upon a digitization request (Resource sharing/local digitization)

Use: Give the patron access to the requested digitized items via email

Note: Letter can be sent automatically once the lending partner provided the item or when the institution upload the file manually and send it to the patron.



Notification Item Letter

Ex Libris Staff

516 High St

Evergreen Pkwy

Bellingham 98225

WA

Your request to create a digital version of the following material has been completed.

Title: The Yellow book

To download the resource:

For local/LDAP users [click here.](#)

For SAML users (add idpCode if needed) [click here.](#)

For CAS users [click here.](#)

For your information, the maximum number of views of the resource is .

Sincerely

Circulation Department



- **Ful Borrowing Info Letter**

- Automatically sent by system when the *Send Courtesy Notices and Handle Loan Renewals Job* is run
- Manually when staff manually renew the loan.
- Sent to patron to indicate whether a loaned resource sharing item was successfully renewed. See Managing Resource Sharing Borrowing Requests

Send Courtesy Notices and Handle Loan Renewals Job

Status ☒ Active ☐ Inactive

Days before due date * 3

Handle loans When due date exactly matches define

Schedule Every day at 24:00 Edit Scheduling

☒ Allow Renew for Rapido Pods Requests

- **Change Rapido Request Terms Letter**
 - Generated automatically by system
 - Notify the patron if the terms that were defined by the first lender were changed when the request is moved to a new lender

- **Query To Patron Letter**: Sent to patrons
- When: When the library staff selects Send Query to Patrons from a resource sharing request. See Peer-to-Peer Resource Sharing; AND Your institution is using patron query types; see Configuring Patron Queries
- Use: To manually send a message to the patron using one of your configured templates
- Note: To configure, see Example Letter Customization: Query to Patron Letter



Letters used in Lending workflow

- **Ful Incoming Slip Letter**

When: A slip that can be printed out by library staff from the Resource Sharing Lending Requests Task List

Use: A common use case is as a pullslip to retrieve an item from the shelf to be shipped to a borrower. A shipping label can also be added to the template.

Note: You may include a printable barcode image on this letter (you will need to verify that the prefix for each PNG includes "cid:" (for example: "Barcode.png" will become "cid:Barcode.png"))



The shores of wisdom : the story of the ancient library of Alexandria /
by Flower, Derek Adie.
Yoel Inst. for Advanced Studies in Library and Info Science - Ex Libris
Resource Sharing Partner
Created lending request

Requested: Book (Physical)
Created: 01/May/2022 08:50:38 IDT
External identifier: 20220105-01
Physical

Staff

- Print slip
- Create Move Request
- Create Digitization Request
- Duplicate
- Assign to
- Detach from MMS**
- Reject
- Release assign
- Ship item physically
- Ship item digitally
- Will supply



Resource Sharing Lending Slip Letter

01/Aug/2022

Supplied To: Yoel Inst. for Advanced Studies in Library and Info Science - Ex Libris Resource Sharing Partner

Borrower Reference: 20220105-01

Title:The shores of wisdom : the story of the ancient library of Alexandria /

Chapter:

Pages:196 p. ;



My ID: 20220105-01

Format: PHYSICAL

Date Needed By:

Request Note:

Requester Email: yoel_ill_desk@yoelinst.edu

Assignee: Staff, Ex Libris

Yoel Inst. for Advanced Studies in Library and Info Science

- **Lending Requests Report Slip Letter**

When: A slip that can be printed out for the selected requests in the lending task list

Use: As a pullslip for retrieving the available items from the shelf

Note:

< Lending Requests (1 - 20 of 102)

[Print Slip Report](#)

☐ Author
 Sort by: Update Date

1 ☐  article title / Australian veterinary journal. (Sydney).
 by author
 Requested: Article (Digital)
 Created: 26/Jul/2022 16:32:46 IDT

	A	B	C	D	E	F	G	H	I	J
1	Title	Author	Publisher	Publication date	Barcode	ISBN/ISSN	Availability	Volumes	Shipping	File
2	The shores of wisdom : the story of the ancient library of Alexandria / Derek Adie	Flower, Derek Adie.	Xlibris Corp.	c1999.		0738850225	The Yoel Library of Library and Information Science, Yoel Library Main Rare Material Collection.027.062/1 (3 copy, 1 available)			
3	The shores of wisdom : the story of the ancient library of Alexandria / Derek Adie	Flower, Derek Adie.	Xlibris Corp.	c1999.		0738850225	The Yoel Library of Library and Information Science, Yoel Library Main Rare Material Collection.027.062/1 (3 copy, 1 available)			
4	The shores of wisdom : the story of the ancient library of Alexandria / Derek Adie	Flower, Derek Adie.	Xlibris Corp.	c1999.		0738850225	The Yoel Library of Library and Information Science, Yoel Library Main Rare Material Collection.027.062/1 (3 copy, 1 available)			y
5	Beginning OpenOffice Calc [electronic	Artymiak, Jacek.	Springer	2011.		1-283-47697-5				e
6										

• Resource Sharing Shipping Slip Letter

When: Printed when the user selects the Ship Item link for a lending request and then selects **Automatically Print Slip = Yes** on the Shipping Items page

Use: Common uses of this letter include hosting the shipping label for the outgoing lending item

Note: You may include a printable barcode image on this letter (you will need to verify that the prefix for each PNG includes "cid:" (for example: "Barcode.png" will become "cid:Barcode.png"))

Shipping Items

Automatically print slip ☐ No ☒ Yes		Shipping format ☒ Physical ☐ Digital ☐ Physical non-returnable	
Shipping cost		Due date	
Location		Note to partner	
Internal note			
Partner			
Scan request ID			
Multiple items	☐		
Scan item barcode			

Resource Sharing Shipping Slip Letter

11/Jul/2022

Supplied To: Training

Shipping Address:
address

Afghanistan

Email: Phone: Borrower Reference: TEST1112223334



My ID: TEST1112223334 Format: PHYSICAL Date Needed By: Request Note:

Requester Email: Assignee: Staff, Ex Libris



Item Barcode: a123123123 Item Policy: The ancient library of Qumran and modern Biblical studies. Library: Resource Sharing Library Location: Lending Resource Sharing Requests Title: The ancient library of Qumran and modern Biblical studies. Author: Cross, Frank Moore. Volume: Issue:

Yoel Inst. for Advanced Studies in Library and Info Science

- Request new resource sharing partnership letter

When: Within the find partner workflow, this letter is sent by the Send Rapido Request action

Use: To contact a identified partner within the directory from the find partner action workflow. This outreach is performed to start the process of establishing them as a new partner.

Note: find partners action in Rapido

							+ Add Partners		Move Selected		
	Move Up	Move Down	Name	Code	Profile Type	Status					
1	☐	☐	Nazareth College - Resource Sharing Library (Community)	01NCORL_INST_RESO...	ISO	Pending					
2	☐	☐	Weizmann Institute Libraries - Central Library (RS) (Community)	972WIS_INST_CENTRA...	ISO	Pending					
							Remove Send Rapido Request Letter Activate				

Rapido Request New Resource Sharing Partnership

Dear Sir/Madam,

Your holdings contains the following resource and we would like to request it from your library:

Format: Book

Title: Qualitative Research Using Social Media

Publication Date: 2001

ISBN: 9870367333508

Date: 05/12/2022

Request Format: Physical

If you agree to ship us the resource, please contact us at nosuchmail@no.such.mail.com and copy our partner from the partner community tab using the following ISO_SYMBOL: NKMM

Sincerely

- Partner invoice letter

When: lending institutions to send invoices directly to borrowers for requests that include fees using the **Send Invoice to Partner** job

Use: When the job is active, email to relevant partner with the cost of the request

Partner Invoice Letter

03/11/2024

Ex Libris University
Malcha Technological Park
Jerusalem

Dear Sir/Madam

Invoice Number: 118612870000521

External Identifier	Title	Fee Type	Charge Amount
1//ELU2000000017	Rediscovering love	Shipping cost	58.35 USD
		Page Overage Fee	60.00 USD
		Request Subtotal	118.35 USD
1//ELU2000000010	Flower painting	Shipping cost	55.30 USD
		Base Fee	225.00 USD
		Service Level Fee	11.00 USD
		Copyright Fee	2.30 USD
		Page Overage Fee	11.00 USD
		Request Subtotal	304.60 USD
1//ELU2000000016	The green crow	Base Fee	99.60 USD
		Page Overage Fee	60.32 USD
		Request Subtotal	159.92 USD
		Requests Total	582.87 USD

- **Partner Lost/Damage invoice letter**

When: When borrowing institution have reported a landed item as lost

Use: Email the lost damage invoice to relevant partner with the cost of the request

Lost/Damaged Invoice Letter

Calanit st 12

Calanit st 14

TLV 9758511

ISR

Dear Sir/Madam

Lost/Damaged Invoice Number: 1320627680003257

External Identifier: 1//01UOR0000419

Title: Rapidotitle202409231223

Lost/Damaged Charge Amount: 9.50 USD

sincerely

Resource Sharing Department

- **Resource sharing conversation letter**

When: email a partner directly from the borrowing and lending task list requests. This option eases workflows, such as when a lender wants to convey limitations, a borrowing library wants to ask a question, or for any type of messages such as a thank you note. These messages are saved in the request for future reference.

Correspondence can be initiated using the **Send email to partner** action or from the **Start Communication** button on the **Communications** tab



Letters used in Borrowing workflow

- Resource Sharing Receive Slip Letter

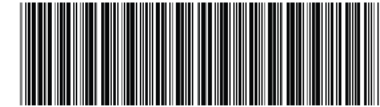
When: A slip that prints automatically when the Automatic Print Slip option is selected on Receiving Items.

Use: A common use case is providing your own paperwork, often as a book band, on the materials that you receive for your patrons.

Note: You may include a printable barcode image on this letter. (you will need to verify that the prefix for each PNG includes "cid:" (for example: "Barcode.png" will become "cid:Barcode.png"))

Resource Sharing Receive Slip Letter

01/Aug/2022



Item Barcode: RS-011001210001166



Request No: 011001210001166

Title: Chansons du Pays de Vaud

Author: Vautier, Edouard

Patron Name: Staff, Ex Libris

Request Date: 19/May/2021

Material Arrival Date: 01/Aug/2022

Pickup Location: Main Library

Circulation Note:

Cost: 0.00 CHF

Received Items

Title		Ending hunger in our lifetime: food security and globalization	
External identifier	17809631		
Received format	☒ Physical ☐ Digital		
	☐ Physical non-returnable		
Item policy	Four Day Loan		
Fulfillment note			
Internal note			
Shipping cost		USD	
Fund			
Automatically print slip		☐ No ☒ Yes	
Automatically notify patron		☐	
Location	Borrowing Resource Sharing Requests		
Due date	03/May/2022		
Note to partner			

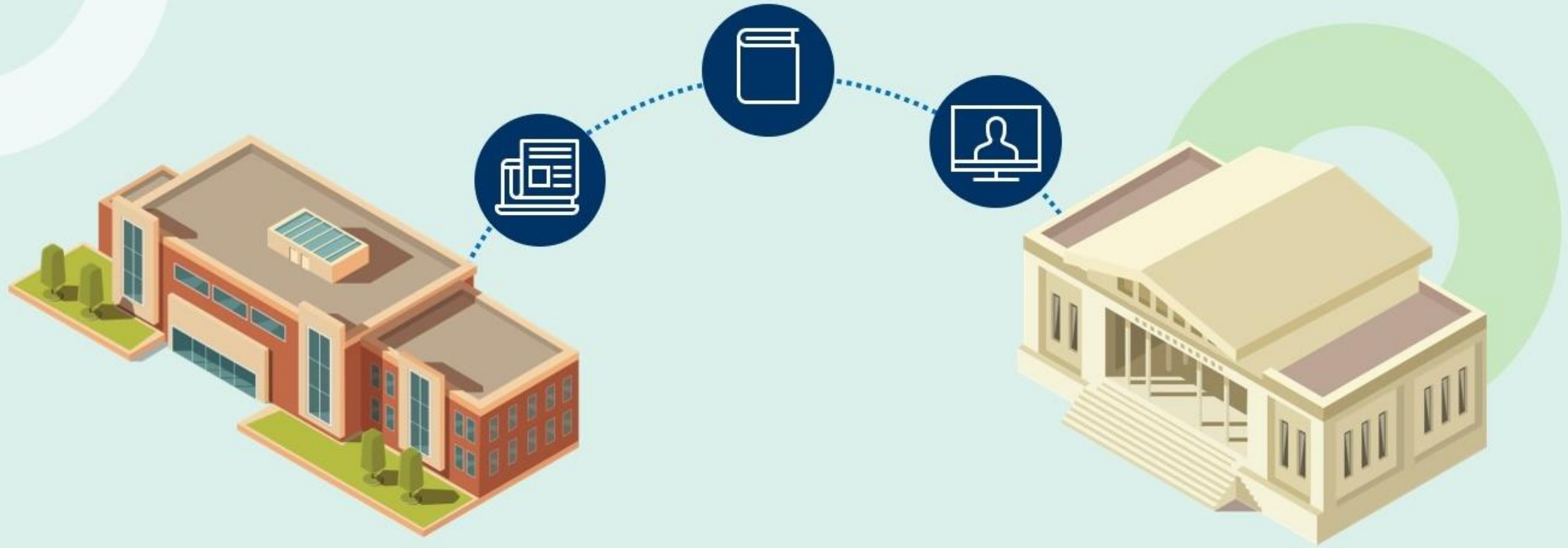
- **Resource Sharing Return Slip Letter**

When: Printable when returning a borrowing item to the lender. This letter can be generated if: Scanning in an item triggers a return (including Managing Patron Services and Return Items menu option and the scan in items screen)

Using the Return option in the task list (see Workflow Actions)

Use: For providing any desired paperwork to the lender. A common use is as the return shipping label.

Note: You may include a printable barcode image on this letter.



Letters used in Resource Sharing Email workflow

Ful Outgoing Email Letter

- Use: The borrowing request sent to a partner with profile type Email.

General Message Email Letter

- Use: An email sent to the resource sharing partner to alert them of a new general message that has been entered on the request.

Lender Reject Email Letter

- Use: Sent to the borrowing partner when the lending partner has rejected a lending request

Lender Will Supply Email Letter—

- When: Sent to the borrowing partner when the status of a resource sharing request changes to Will Supply.
- Use: When lender want to notify borrowing partner that they are working on the lending request.

Lender Ship Email Letter

- Use: Sent to the borrowing partner to indicate that the requested item has been shipped

Letters used in Resource Sharing Email Workflow

- **Borrower Receive Email Letter** —
 - Use: Sent to the lending institution when the loaned item has been received at the borrowing institution.
- **Borrower Return Email Letter**
 - Use: Sent to the lending institution when the borrowing institution has returned the loaned item.
- **Ful Renew Email Letter**
 - When: Sent to partners automatically when a resource sharing borrowing request is sent to a partner whose Type = Email.
 - Use: Indicates that a resource sharing request has been renewed.
- **Ful Damaged Email Letter**
 - When: Borrowing institution identified that the borrowed item was damaged.
 - Use: Sent to the lending partner to notify them that a resource sharing item has been damaged
- **Ful Lost Email Letter**
 - When : Borrowing institution identified that the borrowed item was lost.
 - Use: Send to the lending partner to notify them that a resource sharing item has been lost

Letters used in Resource Sharing Email Workflow

- **Lending Recall Email Letter**
 - When: A local request was placed on item that is out for resource sharing and the item needs to be recalled.
 - Use: To alert the borrowing partner that an item has been recalled and must be returned.
 - Note:
- **Lender Checked-In Email Letter**
 - **When:** Sent to the borrowing partner when an item was checked in at the lending institution.
- **Lender Renew Response Email Letter**
 - When (is it automatic or manual?)
 - Use: Sent to the borrowing partner when the lending partner responds to a renewal request.
- **Borrower Overdue Email Letter**
 - When: Sent by the lending institution to the borrowing partner when a resource is overdue. When sent using ISO protocol, the request on the borrowing side is automatically marked as overdue.
 - Use: To inform borrower that an item is overdue

Other Letters

- **Externally Obtained Letter**

- **When:** requested material is obtained through CCC GetItNow service
- **Use:** Sent to patrons; contains a URL for a requested article obtained through the CCC GetItNow service.

ARTEmail message

- When: Use for sending the borrowing request for the ARTmail partner
- Use: For working with the British library
- Note:

- **Send Rapido Request Letter**

- When: Manually selected, usually within the find partner workflow.
- Use: To contact a new potential lender to establish a new resource sharing partnership

- **Borrower Claim Email Letter**

- When: For peer-to-peer partners, the letter is sent when the *Automatic Claim* field is enabled on the borrowing request and the value of the *Time to Claim (days)* is reached. See Resource Sharing Partners.



Thank You