Rapid Rocks!

Rapid101: Move On

What is Move On? Move On is a feature that helps borrowers get the best quality articles for their users.

Why would I use Move On? Despite our best intentions, sometimes we lenders have a bad day. Perhaps a borrower has asked for a resend of a Rapid article and we inadvertently mess up the resend. Maybe we've supplied you with an article copied from microform and the quality is not good enough for your patron. This is where Move On comes in.

How is Move On different from a Resend? When you use Rapid's Resend function, your resend request goes back to the lender who supplied the article. Move On sends your request to a different lender. Using the microform example, you don't want to ask for a resend from that lender because they will likely send you another microform copy. Move On will select a new lender (if there is one available).

How do I use Move On? In order to Move On a request it must be in one of three states. Use the status check feature on your Rapid website's left hand toolbar to look at the request. It must have the status of:

- Filled
- FilledRapidX or
- Resend Filled

If the request is in one of these states, you can Move it On by simply clicking the "Move On" button.

If you Move On a request and there are no lenders other than the original supplier, you will get the popup box below.

"Move On" functionality is limited to seven days after a request has been updated to "Filled", "Resend Filled" or "FilledRapidX". Once seven days have passed, you are unable to use "Move On" and should submit a new request into Rapid if you need a better scan.

We hope you've found this Rapid Rocks helpful. If you have questions about Move On or any other Rapid feature, please ask! Send a message to: rapidstaff@rapidill.org

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