

Rapid Rocks!



Rapid101: Undo

Let's be honest. By a show of hands, how many of us have updated a request to filled when we meant to make it unfilled or vice versa? Yup, we've all done it. Need a refresher on how to fix your error? Read on...

How to Undo an incorrect "Filled" update

If you accidentally update a request to filled, you have four hours in which to change that update status.

To fix your mistake, you must change the status *in Rapid*.

Follow these steps:

1. Log into your Rapid webpage (<http://rapidill.org>)
2. Click "Batch Update" under Lending Actions on the left-hand toolbar.
3. Click the "Undo" circle
4. Enter the Rapid request number
5. Click "Update"

How to Undo an incorrect "Unfilled" update

If you accidentally update a request to unfilled, you must act as quickly as possible to correct this error. You do not have four hours. You only have until the next lender prints the request, so act quickly.

Follow the same five steps to "Undo" your updating.

1. Log into your Rapid webpage (<http://rapidill.org>)
2. Click "Batch Update" under Lending Actions on the left-hand toolbar.
3. Click the "Undo" circle
4. Enter the Rapid request number
5. Click "Update"

If you receive an error message indicating that you are not the lender for this record, the next library is already working on it. In this case, because you have already sent the article to the borrower, you'll want to use Rapid's "Contact Rapid Library" list, found near the bottom of the left-hand toolbar, to contact the borrowing library and tell them they may receive two copies of the article. Common ILL courtesy.

See the next page for a screen shot of Rapid's Batch Update page and the final, most important, step.

Stay in touch with RapidILL

Rapid provides many options for you to stay up-to-date with our latest enhancements and announcements.

We have 12 separate listservs: one main list (Rapid-I) which includes the ARL, Academic E, Academic I, Academic M and Cosmo pods' members and separate lists for each consortium or private pod. Please let us know if you'd like subscription instructions.

We also have a Facebook page and hope you will follow us there.

You can also email the Rapid team anytime at:

Rapidstaff@RapidILL.org



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Batch Update

Batch Update

SELECT ONE: Filled Un-Filled Re-Fill Undo

Undo circle

Update button

Note:

In all cases, when you “undo” a request, you must then *properly update* that request. Undoing an update simply returns the request to its previous status which is usually Pending.

The last step in both cases is to:

6. Update the request to the correct status.

To do this:

- Click the appropriate circle (Filled, Un-Fill, or Re-Fill)
- Enter the Rapid number
- Click “Update”

Remember that the difference between undoing an filled request and undoing an unfilled request is timing. Undo an unfilled request ASAP.

Finally, when you undo a status in Rapid, you will then need to go into your ILL management system and change the status there as well. A change in Rapid status is not sent back to your local system.

Important Reminder:

Please do NOT update requests to Filled before you send the material.

We’re listening...

Did you find this issue of “Rapid Rocks!” helpful? What Rapid IDI topic that you would like to have covered? Please let us know!

Send your comments and ideas to me at: Jane.Smith@Colostate.edu