9/25/2025 Patron Override Functionality Meeting

Here is a recap and summary of the meeting today about the Patron Override Function. Some other questions came up as well that are addressed below.

Definitions:

Vega: The new SearchOhio / OhioLINK catalog / discovery layer that patrons and staff will use to search for and request materials.

Rapido: The underlying catalog of bibliographic records. Provides a staff interface to be used to place a hold only when the patron does not have their PIN and staff cannot see or update the PIN. Eventually, this process will move to Vega where it will function much like the "magic code" did for the old SearchOhio system. For Rapido, we are calling this function Patron Override Request.

Pod: The members which make up the material to be borrowed and lent. It may also be the areas in the network from which items are searched first. For example, Vega will first automatically request items from libraries closer to them delivery-wise, before requesting from more distantly located libraries. This is the same as it was in INN-Reach, but now it has a name. OhioLINK will be one of the pods in our system.

Catalog / Vega Information

- SearchOhio libraries will go live on October 27th. OhioLINK material will be available a month later in the same search interface.
- As always, patrons / customers will login either at the beginning or once they hit the 'Request' button.
- The new site will be available soon to practice searching for materials (Boolean, filters, etc.) but not practice requesting.

Rapido Patron Override Request Information: *Only for placing holds when you don't have the patron's PIN*

- Rapido is an online interface and members will soon receive usernames and passwords to that interface. This is a special admin access and should be restricted to specific staff until the function moves to Vega.
- First, search for the patron.
    - If it is the first time a patron is searched for on Rapido, they will not appear. They have to be added as a 'user' before the hold can be placed.
    - If they already exist, just click on their account.
- Start a new request from within the patron record. Filters are available to narrow the results.
- If the item exists in SearchOhio/OhioLINK, it will show up and show the status.
- Once the hold is placed, it will show up on the patron's account.

Coming Soon:

- Access to the practice catalog
- Rapido passwords
- Recorded trainings on SearchOhio.org
- Policies on due date and renewals

As always, please feel free to contact me if you have any questions and stay tuned for more updates and trainings!

Thank you,

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