

Requesting an item that is not available in TRAC

Libraries that are infrequent users of VDX may follow this procedure for requesting items that are not available in TRAC:

1. Check: Polaris/TRACpac to make sure the item is not available; and your patron to make sure they are in good standing in Polaris.
2. Have the patron place a request through TALOnline www.talonline.ca or place the request for them. The request will migrate into your VDX Idle queue, and Lisa Clarke at GPPL will authorize it and send it through. Email or call Lisa to let her know there is a request to process. She will check periodically for requests in your VDX account.
3. For items not found in TALOnline, email Lisa with the title, author, ISBN, date, format, etc., (as much information as possible about the item), and provide her with your patron's full name and patron barcode. You can find the item information by doing an Internet search, or an Amazon.com (or .ca) search.
4. When a VDX request is put through for you, Lisa will send an email to alert you to the fact that you will be receiving an Interlibrary Loan (VDX) item for your patron. You will need to process the item when you receive it.
5. When the item arrives at your library, it must be actioned in VDX as Received. Either contact Lisa so she can do this for you, or login to your VDX account and do it. **It is important** that the status of the item be kept up-to-date in VDX, as this helps with overdue queries, recalls, etc.
6. Create an On-The-Fly (OTF) record so that you can check the item out to your patron through Polaris. Make sure to select **Material Type = Interlibrary Loan** from the pulldown menu in the OTF to assure accurate ILL stats for your Annual Report.
7. When your patron returns the item, check it in through Polaris, and action the item Returned in VDX or contact Lisa to do it for you. **It is important** to keep the status of the item up-to-date in VDX, as this helps confirm that your library has returned the item.
8. Send the item back to the owning library with any paperwork it came with.
9. If you have any questions or concerns, email or call Lisa, and she'll do her best to help.

Lisa Clarke's contact information:

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