

VDX Quick Tips

Start here:

- Go to <https://alberta.vdxhost.com/vdx/>
- Make sure your patron is entered as a User in VDX (card # must have **AGP-** in front)
- Use “BibSearch” to find items

Making a request:

- Once the record is found in BibSearch, look at the holdings – check ILL Inclusions List (especially for AV), and watch for REF copies.
- click on “Request”
- Don’t change “To be authorised”, leave it as is.
- There is no need to do anything with the ROTA.
- Fill in patron card #, and validate. (ensure patron status is PATR)
- Click request.

Once VDX has built the ROTA, the request will show up in your Idle Queue to be authorized. This process will take a few minutes.

Keep this simple formula in mind:

To be Authorised + Patron Details = auto built ROTA

Managing the requests:

Go to the “Work Queue”

- Click on “Idle, Auth Manual Queue”:
- These requests need to be authorized
- Retrieve the request, select “Request” and click “Action”
- Check ROTA details to make sure no TRAC libraries are listed.
- Click “Request” to push the request through.

and/or

- Click on “Idle, Check Manual Queue”:
- These requests need staff intervention
- It could be that the request is a duplicate, patron is unidentified, ROTA is empty (no locations could be found) or that the request is held locally. Check request history for the reason.

**Requests placed through TALOnline will show up in your Idle work queue. Always check Polaris before pushing requests through VDX as there is no filter to stop requests if items are available in TRAC. Manage these requests same as above.

Please note:

Possible reasons why VDX didn't build a ROTA

1. Your patron is "unidentified". If your patron is in good standing, update his or her user category to "PATR", then re-request the item using "To be Authorized" to get VDX to build a ROTA.
2. VDX can't find any lenders. Try re-requesting the item using "To be Authorized"; if VDX still can't build a ROTA for you, ask your node for help with finding lenders.
3. VDX has found lenders but can't see any available holdings. Sometimes there are lots of libraries that own an item, but all the copies are on loan! If you think this is the case, you can let the request sit in Idle for a few more days, then request + "To be authorized" to see if VDX can build a ROTA yet. If the item seems too popular, complete the request and let your patron know the ILL request cannot be supplied.