VDX GUIDELINES

Interlibrary Loan Procedures

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INTRODUCTION

VDX is an OCLC Interlibrary Loan program, and the current program used by WYLD libraries across the state of Wyoming. It was created in the UK, and uses terms that seem odd due to that reason. VDX is most often used for the tracking of in-state loans between WYLD libraries; however, it also functions for out-of-state loans. This manual is meant to help guide library staff in training and learning the basic practices and procedures for creating, receiving, and sending materials between libraries. However it is important to first encourage patrons to create their own ILL requests through WYLDCat, as that creates a patron record in VDX for future reference, while also helps guarantee items are sent to the proper library location.

Any additional questions, concerns, or comments may be directed to the Information Services office of the Wyoming State Library.

LOGIN

Go to VDX at https://wy.vdxhost.com/vdx/ and login using a Barcode (user name) and Password provided by the Wyoming State Library (WSL). This will bring up the main screen from which all of the functions listed can be located.

When working in VDX it is important to remember that it does not communicate with WorkFlows. Both programs will need to be open and running to properly complete incoming, outgoing, and returned Interlibrary Loan (ILL) requests.

*Throughout this manual, actions to be done in VDX have a bold font, while actions done in Sirsi WorkFlows are highlighted.
WORK QUEUE

From the main page click on the blue Work Queue link, which is found listed along the top or side panel.
PLACING NEW REQUESTS, Borrower

1. Select **BibSearch** on the left hand side menu to begin the process of placing an ILL request.

   - From this screen items can be searched for by multiple identifiers; such as Title, Author, ISBN, ISSN, Publisher, Date, Call Number, Subject, etc. *Not all fields need to be entered.*

   Under **Searchable Collections**, select which (or all) catalogs to search for holdings of the requested item: Library of Congress, WYLD, and WorldCat. After the **Search Term(s)** and **Searchable Collections** are marked, click on “Search” in the blue box.

2. From this screen items can be searched for by multiple identifiers; such as Title, Author, ISBN, ISSN, Publisher, Date, Call Number, Subject, etc. *Not all fields need to be entered.*
Advanced Search

Use this form to conduct more advanced searches of Service Provider catalogues and other resources. To issue a simple keyword search of Service Provider catalogues use the Standard Search page.

Choose a field name (e.g., title, any) and the word or phrase you want to search (e.g., dickens, "black holes"). Use AND, OR, and NOT to combine or limit the search terms and make the search more specific.

Field	Search Term	Operator
Title		and
Author		and
ISBN		

Profile

Current Profile:
library catalogs

Searchable Collections

Library Catalog - University of Wyoming
Library Catalog - WYLD
Library Catalog - WorldCat

Filter results by:
Formats
Languages

Search Reset Form
3. After hitting the **Search** button, a list of holdings will appear. These provide information such as item specifications, which catalog collection the item was found in, along with how many library locations report holdings (owning the item) to OCLC WorldShare.

There will be the option to **Save** the listing, **Request** the listing, or to see the **Details** of the listing.

*Tip: Select the listing that has the greatest number of holdings; this will increase the chance of the request being fulfilled in a timely manner. If an item is available from a WYLD Library along with showing WorldCat holdings, select the WorldCat listing with the most holdings and manually add the WYLD Library codes to the rota ahead of OCLC Direct. The request will be sent to the locations in the same order as shown in the rota.*
4. Select **Request** to open the ILL Request Form for the specific holding you would like to request. (The middle option with the red arrow on the right hand side of the holdings.)

5. Complete the **Request** form. Most of the item information will be automatically filled in, however if there is a specific edition or additional note about the requested item, that information can be filled in as well. Make sure the **Authorisation Status** is marked **Authorised**; if not the request will go to a **Pending Queue** until the status is changed.

6. The service type should be marked to reflect whether a physical item or electronic format is being requested.
7. The Request form is also where the rota will be built if doing so manually. If the item has known WYLD holdings, those specific libraries can be added; this also works for University of Wyoming items. If the item is located out of state, create the rota using “OCLC Direct.” This will send the request to out of state libraries that also use OCLC products such as WorldShare or VDX.

*Please note, however, specific or individual out of state libraries cannot and SHOULD NOT be added or used to create the rota in the same manner as WYLD libraries. “OCLC Direct” is the only location that should be put in the rota for any out of state requests. Many out of state libraries use other OCLC ILL products, some of which do not directly communicate with VDX. OCLC Direct sends the request directly through WorldShare for you which then can communicate with the various other products.
8. This Request form is also where **Patron** information can be added to keep track of which patron is requesting what material. A **Need by Date** can be selected if the requesting patron has a needed time frame for use; this might be the case for students, researchers, and book club members. The preferred **Delivery Method** should also be actioned as appropriate for the request.

9. Once all the required fields have been filled in, select the blue **Request** button to submit the request.
ILL: RECEIVED, Borrower

VDX

1. When a publication is received from another library, under Borrower click on Shipped.
2. Find the title and click on Details.
3. Scroll down to Patron details and copy or write down the patron’s barcode if one is available. If there is no patron information then look at the ILL paperwork that came with the publication. It should have the patron information on it and, if not then ask supervisor who the ILL is for.
4. Look at the Local Due Date as you will need this information for ILLs that come from out of state or the University of Wyoming. (Not being in the WYLD system means renewals or negotiable due dates are less likely.)
5. Action as Received and you are done in VDX.

WorkFlows - For in-state ILLs received

1. In WorkFlows open the Circulation wizard and under Common Tasks click on Checkout.
2. Paste the barcode that was copied in VDX into the User ID field and hit enter. If there was no patron barcode and you have the patron’s name click on the user search icon and type in their name and enter. A hit list of users will come up, highlight the user name, and then click on Checkout to User at the bottom of the screen. This will bring up the patrons profile.
3. Check to see if the item has a Special Due Date. If so select the Calendar icon, set the date, and mark “for this Checkout Only.”
4. If the ILL is from within the state (with the exception of material from the University of Wyoming) scan the barcode in the Item ID field.
5. Clear the charge override.
6. Contact the patron, or circulation desk, to inform them that the requested item is available and ready for pick-up from the library through circulation or the ILL department. If the patron is unable to physically pick-up the item themselves, follow the in-house branch procedures that might apply.
7. The process is now complete for ILL material that comes from within the state.
For out of state and University of Wyoming ILLs received

1. Follow instructions 1 & 2 from above.
2. Click on the calendar icon located above the user information. This icon represents Special Due Date in which you can manually enter the Local Due Date that was on the record in VDX. You can also use the gadget next to the blank field to select the due date via a pop-up calendar. Also select For This Check Out Only.
3. Select the Add Brief Title icon to create a temporary record for the ILL by filling out the Title Field and changing Item Type to ILL. Also add the ILL number to the 530 field for reference.
4. Scan the barcode in the ID field.

*Make sure the Brief Title is marked as “Shadowed” to prevent possible uploads of the record, which could result in requests for the loaned item coming into VDX.

*By marking the item type and/ or location as “ILL” rather than “On the Fly” it can help to prevent “on the fly” items from a lending library getting mixed in with “on the fly” items from your home location.
ILL: RENEWAL, Borrower

1. When a patron wants to renew a loaned item, first check to make sure there are no holds or other issues that might prevent a renewal in WorkFlows.
2. Next, go into VDX and find the request under the Received queue and click on Details.
3. In the drop-down Action box, select Renew
4. Add in the new **desired due date** and click the blue **Renew** button.

5. Await approval or denial of renewal from the lending library. It is important to inform patrons that renewals of ILL material are determined by the location that owns the item.

*Items can be renewed in Workflows while waiting for approval from the lending library to avoid the patron being charged any possible fees. However, if this is done make sure the patron is aware that it is a tentative due date pending the approval of the renewal request.*
ILL: RETURNED, Borrower

WorkFlows

1. In WorkFlows open the Circulation Wizard and under Common Tasks click on Discharging.
2. If the item is from a Wyoming library, the process is complete.
3. If the item is from out of state or the University of Wyoming, select Delete Title, Call Numbers or Items located under Titles in the Cataloging Wizard. Select the check boxes for the temporary ILL record and confirm delete.

VDX

1. When a publication is returned from a patron, under the Borrower work queue click on Received.
2. Find the title and click on Details.
3. Action the item Returned.

*Do NOT action as Checked-in or Complete.*
4. For the Returned Via field, select **Postal Delivery**.
5. Click **Return** to confirm action.
6. Package item and place in outgoing mail.

*A suggestion when returning ILLs is to keep any return mailing labels (especially if the item is from out of state or UW) in the same area so it can be easily located. If no return label was provided with the item(s), keep the packaging (if possible) or cut out the mailing label from the package. This will help prevent the mix-up of returns to the wrong location, and make finding the lending libraries proper address easier.*
NEW REQUESTS, Lender

This is how to work under the Lender column from the main work queue home screen.

1. Select New Requests at the top of the Lender column.

2. Next to the blue Action button, select Details.
The **Details** screen gives information needed to find the **Item** in **Workflows** and then within the library’s collection. Under **Details** there will also be information about the requestor and where the item will be going. This information will also tell you *which card* to use when checking out the item(s) in **Workflows**. *In state or out of state.*
CHECKING OUT, Lender

3. Switch to WorkFlows to do an Item Search and display to find the call number and availability of the item. Go and retrieve the item from its location.

* When the item is not owned or too valuable to loan it should be marked as Answer Non-supply. A reason can be given, such as not owned, policy problem, or whatever other listed reason best fits; this allows the requesting library to see why it cannot be provided. If the item is owned, but checked out – see the ILL: Will Supply instructions. Some items have specific guidelines that should be followed when loaned, such as “In library use only,” – see the ILL: Conditional instructions.*

4. Open the Check Out screen
5. To **Search User**, click the upper left icon (person and magnifying glass) to search for the appropriate ILL card. *Or* copy and paste the **User ID** from here:

-If the request is from out of state, use the OCLC – Out of State patron account.

-If the request is from a Wyoming library, use the VDX in-state card patron account.

In the example above, the book is requested by Albany County, so the item will get checked out to the WSL VDX card.
6. If there is a **Special Due Date**, first select the **Calendar** icon above the **User Information**. Specify the due date using the calendar icon or entering it manually, then select “For this checkout only” before scanning the **Item ID**.

Scan the **Item ID** barcode to check the item out to the card.

The title and due date will then appear under **List of checkouts**.

*If the Special Due Date is not done before scanning the item for checkout, go to the **Special** tab, and select **Modify Due Date**. Find the item by looking up the **User ID** the item was checked out under.
SHIPPING ITEMS

7. Return to VDX. On the Details page, to action the item Shipped, highlight it and then click Action.

8. The next VDX screen allows you to input the Due Date using a pop-up calendar. Also make sure the Media Type is appropriate, the Delivery Method says Postal Delivery (or appropriate method depending on item type). Scan the item barcode in the Shipped Item box (unless it is a scanned or PDF article).

9. Verify all the information on the screen. To confirm the action, click the blue Ship button.

*Once actioned, Shipped cannot be undone without communicating with the borrowing library.
SHIPPING LABELS

10. Return to the Work Queue and select the appropriate shipping labels report.

*When processing multiple ILL requests, you can wait to print all the mailing labels at once.

11. Print using removable Avery 6464 labels, affix the Do Not Remove label to the book cover and include a green WSL return address label, or the appropriate return slip used by the branch, in the mailing package.

If the branch uses the strip style book cover shipping label, print from the Shipping List queue in VDX.
**You can only open the shipping labels report once. If you move to another screen without printing your labels, and need to return to it, select Reports from the left side menu to retrieve the labels using the Shipping Labels report or Batch Reruns.**

**ILL: CONDITIONAL**

Some item requests may not include all the necessary information to accurately complete the request. Additionally, some requested items, like Federal publications, may be available online. Using the Conditional action allows the request to be sent back to the borrower, without moving along the rota. Be sure to mark the request as Conditional before attempting to supply an item; this allows the borrowing library to accept or deny the conditional reason. This might need to be used in the following instances:

- If a request didn’t include a specific date, edition, issue, volume, or similar missing information, action Conditional and ask for the additional information using a Public Note.
- If the item is available electronically, action the request Conditional and in the Public Note state that the item is available online and provide the link.
- Item is uncommon or the only copy in house is marked “Non-circulating copy”; “in-library use only” might be the best option. If this is the case, determine based on the location requesting (in or out of state), along with the amount of holdings in WorldShare.
- If the conditional action is replied to and accepted, it will appear in the New Request queue again, or possibly Will Supply if the borrowing library selected that rather than Conditional Reply- Yes.
- If the conditional action is not accepted by the borrowing location, it will simply move along its rota and no longer show up as an active request in any queue.
ILL: WILL SUPPLY

Will Supply is mainly used for in-state requests of new additions to the WSL professional development collection; or when a branch is the only location with a specific item in their collection.

1. Follow steps 1 and 2 for New Requests, Lender to see the details of the request.
2. If the record states that the title is checked out, select the Answer Will Supply action from the drop down menu in VDX for the title.

3. The next screen will provide a Reason drop-down menu of choices regarding why the request cannot be completed at this time. For example, the item might be in use on loan.

4. After making the selection, click on the blue, Will Supply button at the top or bottom of the page to complete the action.
5. Switch over to WorkFlows. In the Circulation Wizard, expand the Holds pane and select Request Item.

6. Use the WSL VDX (or appropriate card for in-state requests) card and click in the Current field, if the title is correct.

7. In the Comments section, write a short note of instructions regarding the hold. ex. “ILL#000123-Albany County”

8. Finally, after all the necessary information is supplied, click the Place Hold button near the bottom of the screen (a pop up asking about additional actions will appear, unless you need to place another hold, you can close the screen).

**When email notices for new collection items are sent out, multiple requests for the same title often appear in the work queue. Please remember the following:
   a. Make sure to work in order of “First Come First Served” in the new request queue.
   b. Add Public Note to the Will Supply patrons - “Item out on loan” accompanied with the due date relevant to the next in line request as the item moves through the requests.
   c. Place a hold in WorkFlows for each Will Supply ILL#.
   d. You can place multiple holds for a title in WorkFlows on the branch’s VDX card, but you will need to do an override.
ILL: ANSWER NONSUPPLY AND ELECTRONIC JOURNAL REQUESTS

Usually there are one or two requests for articles from our electronic databases, such as the *Journal of Alzheimer’s Disease* (ISSN: 13872877). Those will be actioned **Answer Nonsupply** for out of state requests with a reason of **Policy Problem** and confirm the **Nonsupply** action. If the request comes from a state library and we have access to the requested journal, action the request as **Conditional**. In the Public Note field inform the requesting library that the journal is available online through WYLDcat. Moreover, we may not own the item and the request can be actioned Answer **Nonsupply** with a reason of **Not Owned**.

1. Action the request **Answer Nonsupply**.

2. Using the Reason drop down menu, select the appropriate response – **Policy Problem** or **Not Owned**. Confirm the action by clicking on the blue **Not Supplied** button.

A.
ILL: ARTICLE EXCHANGE

Article Exchange is a secure method to supply scanned/electronic copies of requested items. Article Exchange is an OCLC product, and can be used from a link directly in VDX or used separately as its own resource. It can be found at the following web address, and the library’s OCLC Authorization and Password will be needed to upload material.

After selecting the Shipped action once, the next screen will include a link to Article Exchange at the very top. By using this method, you can upload a scan to OCLC and then receive a link and password for the requester to use in order to access the file. After uploading the document, click on Send Email Notification to populate an email containing the information to access the file (you will need to check your internet browser settings to make sure it is set with the appropriate email client). Back in VDX, change the Delivery Method to Electronic and select the blue Shipped button. Requests fulfilled through Article Exchange are available for 5 log-on uses or 30 days, whichever is reached first.

https://share.worldcat.org/ILL/articleexchange/login
ILL: RENEWAL, Lender

When checking the Work Queue in VDX, make sure to also check the Renewal Requested queue.

1. Open the request and select item Details
2. If the request is from out of state, action the request - Renewal Answer-No
3. If it is an in-state library, find the title in WorkFlows to see if the item has any holds
   a. If there are holds, action the request – Renewal Answer-No
   b. If there are no holds, action the request – Renewal Answer-Yes
4. In WorkFlows, use Renew Item for the new due date

5. After selecting Renewal Answer-Yes in VDX, the next screen will allow you to type the renewed date in the Due Date field. Also include “One renewal only, please.” in the Public Note message. Finally, confirm the renewal request by clicking the Reply button.
ILL: RETURNED, Lender

1. In the VDX Work Queue, click on **Returned, Overdue > 4 Weeks** or **Overdue Today** to find the **Details** page of the request being worked with (if you do not find the item in any of those categories, see the information listed after these steps).

2. Find the title on the list and open the **Details** link.

3. Switch to WorkFlows and under the **Circulation Wizard**, select **Discharging** and scan the item’s barcode to discharge the item.

4. Place the item on the shelving book truck in Access Services or proper shelving area within the library.
5. Back in VDX, action the request **Checked In** (regardless of whether the most recent action in the History section is Returned or any other status).

6. You will not need to enter the date in the Check in Date field on the next screen, it generates automatically. To complete the action, click the blue **Check In** button at the top or bottom of the page

7. The final page will tell you that the action was successful. Then you can go back to the other requests in **Returned** or the main **Work Queue**.
** If you can’t find the item in any of the three categories mentioned in step 1, select Requests from the left side menu (as indicated above). You will return to the main screen that appears after you login. Here, you can do an ILL Request Search using the item’s title or the ILL# in the appropriate field (the borrower may not have actioned the item as Received or Returned before returning).
ILL: OVERDUE

- It is common that a WYLD library or patron will want to renew items in person or online. This will reflect in WorkFlows, but not in VDX, and does not cause a Renewal Request to be sent or show in VDX. Check the item in WorkFlows to determine if this is the case with any in-state overdue item.
- Please remember that out-of-state ILL requests are handled differently as many of those locations do not use VDX. Public notes will not transfer to other OCLC products, so in the event of an overdue item that has been lent to an out-of-state library, contact their ILL department directly by telephone or email.
- 1st attempt, within a week of due date, action the item **Overdue** with no response
  
  *If the item has been renewed without requesting a renewal in VDX, use the branch location’s VDX card to place a hold on the item to prevent additional renewals from in-state WYLD libraries. Add a public note asking the borrowing library to request renewal in VDX as well.*

- 2nd attempt/long overdue, more than 2 weeks overdue, action the request as **Recall**. Include a message in the Public Note stating the original due date, renewal due date, that the item is long overdue and that the library would like the item returned as soon as possible. Remember public notes do not transfer to other OCLC ILL products, so if the item is out-of-state, the ILL staff member will need to contact the borrowing library directly.
- If the Overdue item is on the borrower side, contact the patron according to the library’s common overdue practice. Make sure to inform them that item is on loan from another location and a renewal should be asked for or the item returned in a timely fashion.
ILL: ITEM LOST
Replacement Procedures for those few items lost through Interlibrary Loan

(WYLD Library as lending library)

If the branch has different in-house procedures for lost items, follow those practices in regards to the recovery of item or costs. However, do remember to mark the item appropriately in both VDX and WorkFlows.

- Item should be actioned as **Lost** in VDX and WorkFlows.
- Determine replacement cost of book.
- Ask collections team if they wish to replace the title.
- Ask Business office to create an invoice.
- Send the invoice as an email attachment to the borrowing library. Email address can be found in the locations record or in the request details.
- Use the Mark Item Lost wizard in Workflows to indicate the item has been lost.
- Give the replacement information to the Business Office if the item is to be replaced.
- Action the VDX request as COMPLETE once the payment has been received from the borrowing library.
- If the copy will not be replaced remove the item from the WYLD database.
- If the item will be replaced with the same title, replace the barcode in the existing item record in the WYLD database.

(WYLD Library as the borrowing library)

- Mark item as **Lost** in VDX.
- Wait for response from lender regarding cost or replacement procedure.
- Follow in-house procedures for charging item to known patron or what is to be done if the item was never linked to a specific patron.
Borrower queue:

1. Display requests listed under the **Idle** queues (Check and Auth Manual).

2. These are new requests that need to be checked and verified before authorisation can happen. Until requests under these queues are authorized they will not be sent to possible lenders. Things to look for are the correct type of loan (loan or copy non-returnable), a rota that has been filled in, patron information, and most importantly that the **Authorisation Status** is set to **Authorised**.

3. Display requests listed under the **End of Rota** queue. These are requests that were sent out and returned unfulfilled.

4. Check to see what reasons are listed regarding why it was not fulfilled. This might include the item being out on loan, the lending library was unable to fill the request before it expired (most WYLD libraries are set to 3 or 4 days before the request moves to the next location in the rota), or the item was not actually owned. Depending on the reason, the request can be resent to different locations, left in the queue to be resent at a later date, or simply terminated.
5. Display results under **Shipped > 2 weeks**. Any requests under this location should be looked into, was it mailed or sent electronically, was **Shipped** accidently marked. If the item has not been located, contact the lending library to verify the request was filled.

6. Display results under **Recalled**. These are items currently loaned out to patrons, and the lending library is requesting the item(s) back as soon as possible. The patrons with items marked as **Recalled** should be notified immediately.
Lender queue:

1. Display the requests listed under the **Shipped** queue.
   
   ![Work Queue Table]

<table>
<thead>
<tr>
<th>Borrower</th>
<th>Lender</th>
</tr>
</thead>
<tbody>
<tr>
<td>Status</td>
<td>Count</td>
</tr>
<tr>
<td>Idle / Check Manual</td>
<td>0</td>
</tr>
<tr>
<td>Idle / Auth Manual</td>
<td>0</td>
</tr>
</tbody>
</table>
   | Pending > 2 weeks     | 0      | Pending    | 2
   | Pending              |        | End of stocks | 1
   | Terminated            | 0      | Terminated  | 0
   | Informed Will Supply  | 0      | Will Supply   | 1
   | Conditional           | 0      | Conditional  | 0
   | Cancel Pending        | 0      | Cancel Requested | 0
   | Messages              | 0      | Messages     | 0
   | Shipped              | 5      | Shipped     | 37
   | Shipped > 2 weeks    | 4      |

2. You will want to pay attention to the action and date listed in the **Last Action** column.

3. Any request with a recent date can be ignored. Request with a date older than 2 weeks and the last action of **Shipped** or **Returned** should be checked on.
   
   a. Requests with the Last Action of **Shipped**: Sometimes libraries forget to use the **Received** action. Items do, occasionally, get lost in shipment or accidentally sent to the wrong library. You can check WYLD to see if the item has been checked out to the requesting library’s patron. A suggested Public Note message: *Our library shipped this item over 2 weeks ago. If you have received it, please action as Received. Please message back if you never received the item.*

   *For items loaned to OCLC libraries you will need to verify the status in OCLC. Sometimes actions between VDX and OCLC are not updated. If an item has not been received send an email to the requesting library. ISO-ILL does not recognize the message action.*
b. Requests with the Last Action of **Returned**: Check the shelf to see if the item was shelved without being actioned as **Checked In**. Use WorkFlows to see what its status shows as in there. If the WYLD status is InTransit the item was discharged from the borrowing library’s patron, but could be lost in the mail or returned to the wrong library. Send a Public Note to the borrowing library asking them to verify that their patron did indeed return the item or that the item was not accidentally shelved in their collection or still at the library waiting to be sent back. If the borrowing library says it has been returned, send an email to ill@will.state.wy.us asking if any library accidentally received the item. Sample message: *The Wyoming State Library loaned the title *[item title]*. The borrowing library returned it some time ago. We have not received it. Please respond to this message if this item was accidentally returned to your library.*

4. Items with the Last Action of **Received** with a date more than 4 weeks ago should be actioned as **Overdue** unless the patron has renewed it. Use WorkFlows to see if the item has been renewed. It may be helpful to action the request with a **Private Note** indicating the renewal information so that ILL staff can be kept aware of the change. Holds may be placed on items to prevent patrons from doing multiple renewals. Use the VDX patron card to place the hold in **WorkFlows** and indicate in the note field why the hold has been placed. Don’t forget to remove the hold once the item is back. This does not mean a renewal can’t be granted, but it will require the patron to work through the ILL department. Sometimes borrowing libraries forget to honor the lending libraries due date and may check the item out to their patron for a longer loan period. You may want to send a **Public Note** to the borrowing library asking them to please honor the lending library’s due date on future loans.

5. Display the requests listed under **Returned**.
VDX QUICK TIPS

Below are some quick and helpful tips to keep in mind while working with VDX:

- **VDX** and WorkFlows do NOT communicate. Actions in one will not automatically reflect in the other, so both programs need to be used by ILL staff.
- **Please** encourage patrons to requests their materials through WYLDCat as often as possible.
- Once a request has been marked **Shipped** there is NO available function to un-do the action. The borrowing library will need to be contacted so they can re-create and send the request. **Unship** is no longer a valid option even if it appears in the list!
- Shipping label reports found in the main work queue are only accessible once. If a label does not print correctly, the report can be found in **Batch Reruns** rather than under **Shipping Labels**.
- **Unreceived** is to be used only if a request is inaccurately marked as **Received**, when the item has not actually been filled. Do not use to correct or adjust details on a request that has been fulfilled, as this action will make the request no longer active. Use the **Public** or **Private Note** to include any missing information.
- When returning an item action it as **Returned**, not **Checked-In** or **Complete**.
- **Checked-In** should only be used by the lending library upon receiving an item back.
- When an item has been returned and checked in in WorkFlows action it as **Checked-In** rather than **Complete**. This actually completes the request fully. The wording is tricky, but **Checked-In** should be the final action marked.
- Use **Complete** to clear lingering or old requests, on either Lender or Borrow queue. This can include old **Terminated** or **Canceled** requests.
- Use **Will Supply** only when the lending library is the only one listed with the holding. Do not use it for relatively common titles that can be located from another library. This action holds up the request which could be fulfilled quicker by another location.
- **Public Notes** are used to communicate between locations regarding requests. These are visible to the borrower, current possible lender, and any future lenders the might see the request.
- **Private Notes** are only visible to the library that posted the note. These will NOT be visible to the borrower.
- To **Cancel** a request, the request must be marked as “Cancelled” which will alert the possible lending libraries in the rota. It is up to those locations to confirm the cancellation. A reason a cancel might not be approved is if the item has already been shipped.
- Please remember that VDX was originally created as a program from the UK, which is why words such as “rota” and “authorisation” are spelled and used.
- If there is an issue or concern that cannot be resolved in house, please do not hesitate to contact Information Services at the Wyoming State Library for assistance.