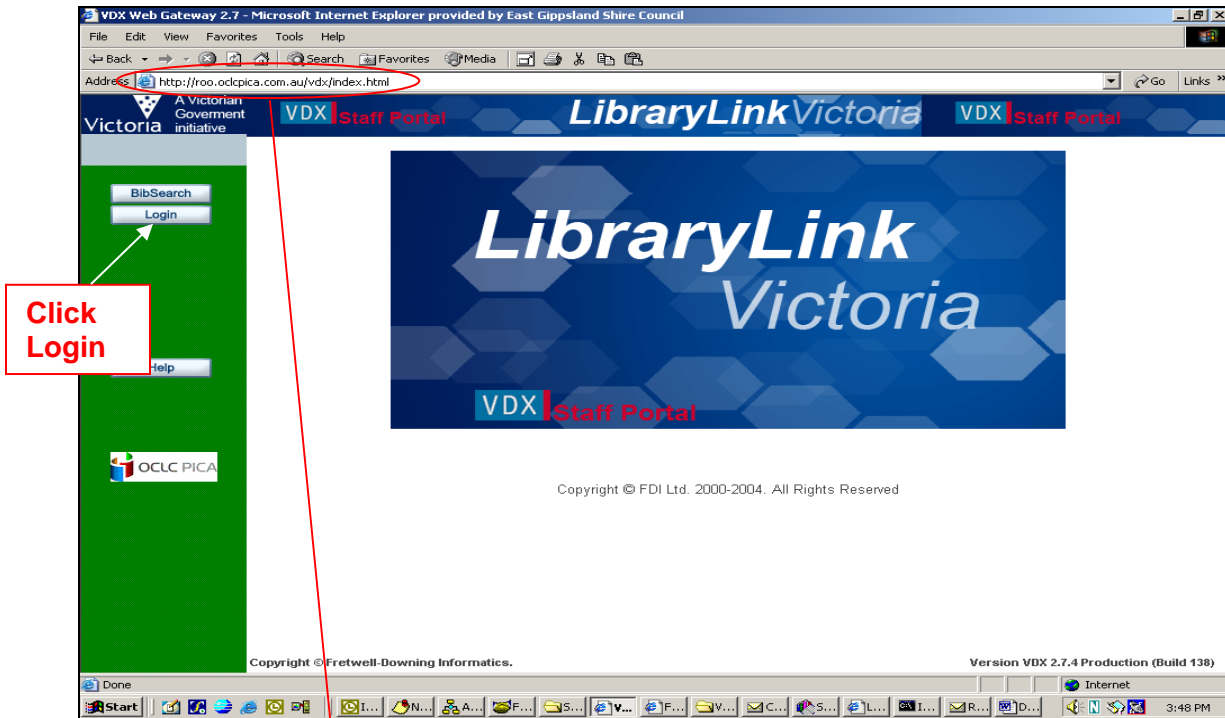


# STAFF INSTRUCTIONS

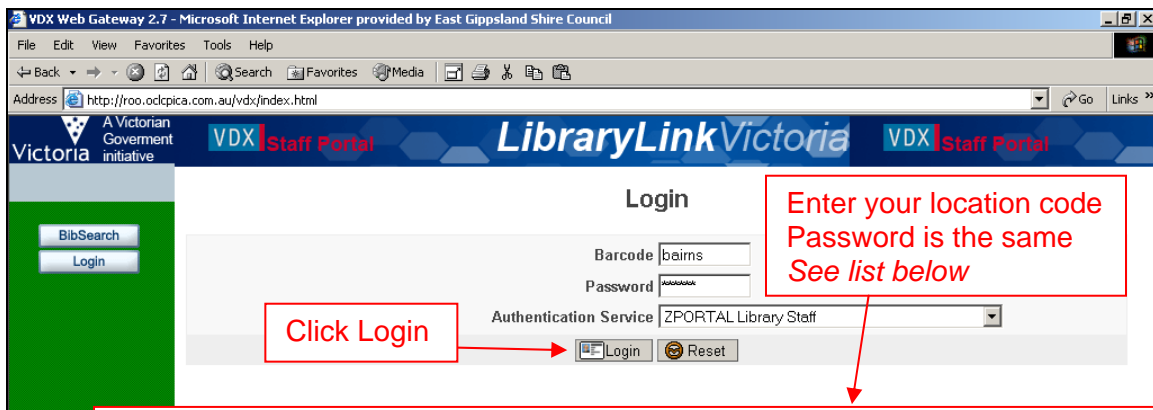
## Searching for existing requests to answer borrowers' queries



<http://roo.oclcpcica.com.au/vdx/index.html>

This is for training only. The live database is at

<http://lv.net.au/vdx/> and is in favourites at front desk PCs



Location	Bairnsdale	Lakes Entrance	Mobile	Omeo	Orbost	Paynesville
Barcode	bairns	le	egmobile	omeo	orb	pville
Password	bairns	le	egmobile	omeo	orb	pville

VDX Web Gateway 2.7 - Microsoft Internet Explorer provided by East Gippsland Shire Council

Address: http://roo.oclc.org.au/vdx/index.html

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Simple | **Advanced** | Profiles | Searches

**Click Requests**

**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 [Simple Search page](#).

Submit Reset form

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 AND NOT to combine or limit the search terms and make the search more specific.

**Advanced Search**

Field	Search Term	Operator	
Title		and	Details
Author		and	Details
Subject Heading			Details

VDX Web Gateway 2.7 - Microsoft Internet Explorer provided by East Gippsland Shire Council

Address: http://roo.oclc.org.au/vdx/index.html

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Simple Search | **Advanced Search** | Results | Bulk Action | Create | Work Queue

**ILL Request Search**

Submit Reset Form

**Your Library's Role**

Responder  
 Requester  
 Both

Display sent messages only  
 Display Not Supplied requests

**Request Status**

Status: ART-cancel-request-pending  
 Authorisation Status: [dropdown]  
 Last Action: [dropdown]  
 Process Status: [dropdown]  
 Service Level: [dropdown]  
 Service Type 1: [dropdown]  
 Log Message Type: [dropdown]

**Other fields**

ILL No	36760	And
ILL No		And
ILL No		

Sort by: ILL No  descending  ascending  
 Format:  Standard  Print  
 Records per page: 10

**Put system generated request number in here**

**Then click Submit**

VDX Web Gateway 2.7 - Microsoft Internet Explorer provided by East Gippsland Shire Council

Address: http://roo.oclc.org.au/vdx/index.html

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Simple Search | Advanced Search | Results | Bulk Action | Create | Work Queue

### Requester Results

Total Hits: 1

Bulk Action:

ILL No: Requester Symbol-TGG-TQ-STQ: Responder Symbol

36760:VEGS-36808-54178:HCLC

**Nick Nairn's top 100 chicken recipes** quick and easy dishes for every occasion Nairn, Nick.  
 Status: Pending:29 Nov 2007 Authorisation: Processed Last Action: REQUEST:29 Nov 2007

Barcode BAIRNS  
OCLC PICA

**Results of search displayed**

**End of Results**

Total Hits: 1

**Click on details**

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Address: http://roo.oclc.org.au/vdx/index.html

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Simple Search | Advanced Search | Results | Bulk Action | Create | Work Queue

### ILL Request

Main

Actions available:

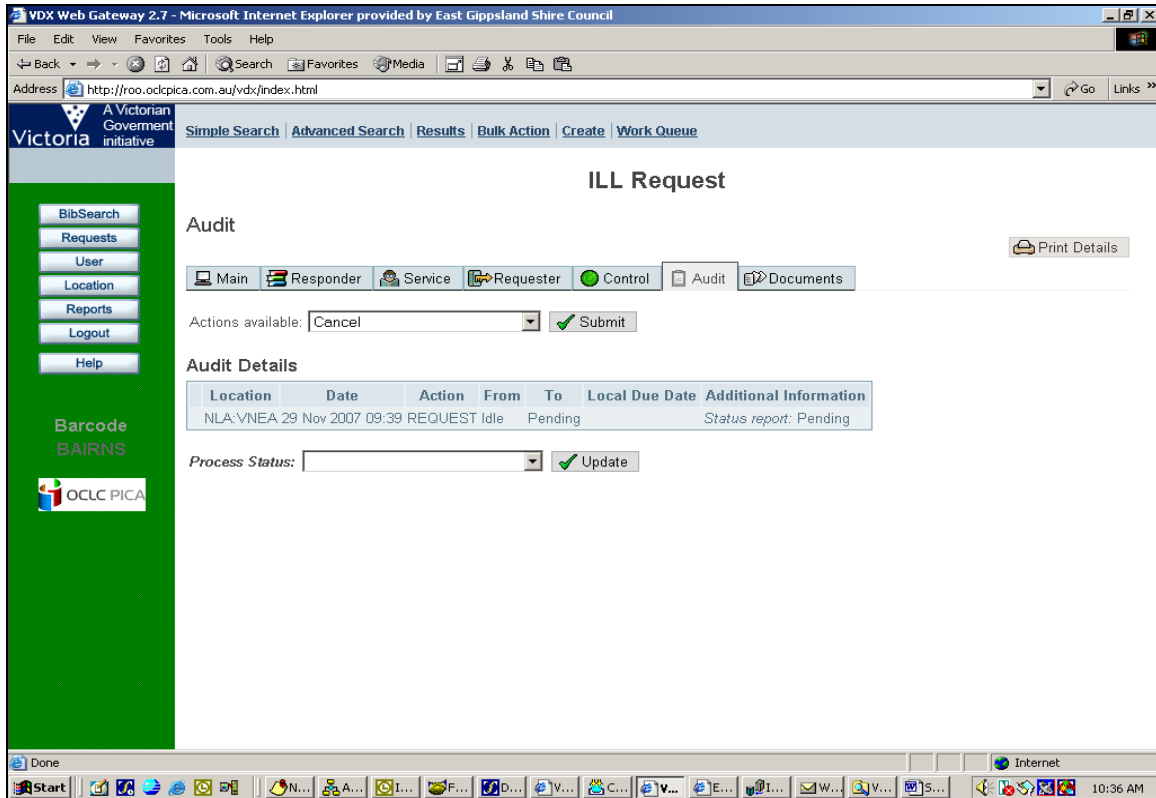
ILL No 36760  
 Status Pending  
 Authorisation Status Processed  
 Request Created Date 27 Nov 2007  
 Material Type Monograph  
 Title Nick Nairn's top 100 chicken recipes  
 Subtitle quick and easy dishes for every occasion  
 Author Nairn, Nick.  
 Publisher BBC Books  
 Place of publication London, [England]  
 Date of publication 2004.  
 Item Description 144 p. : ill.(col.) ; 26 cm.  
 ISBN 0563487046  
 Verification source Frankston Library Service/DEFAULT  
 Notes

**7 tabs displayed. Main is shown here**

**To check status of request, click on Audit tab**

Number Location Database

Start | Internet 10:34 AM



AUDIT DETAILS - show which library the request has gone to, the date, and ILL status

### ILL statuses

Idle	The request is new and has not yet been authorized or processed by the requesting library
Pending	The request has been sent to a responder but has not yet been shipped by the responder
In process	The request has arrived at the responder location but has not yet been shipped or rejected
Conditional	The request has reached a stage where it can only be satisfied if the requesting location meets specified conditions
Cancel pending	The requester has initiated cancellation but no response to this yet received from the responder
Cancelled	The responder has agreed to cancel the request
Shipped	The item has been shipped to the Requester
Received	The item has been received from the Responder
Returned	The item has been shipped back to the responder

VDX Web Gateway 2.7 - Microsoft Internet Explorer provided by East Gippsland Shire Council

File Edit View Favorites Tools Help

Address http://roo.oclc.org.au/vdx/index.html

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Simple Search | Advanced Search | Results | Bulk Action | Create | Work Queue

### ILL Request

Audit Print Details

Main Responder Service Requester Control Audit Documents

Actions available: Cost Adjustment  Submit

Dates

Due Date 14 Jan 2008

Audit Details

Location	Date	Action	From	To	Local Due Date	Additional Information
NLA:VNEA 29	Nov 2007 09:39	REQUEST	Idle	Pending		Status report: Pending
NLA:VNEA 29	Nov 2007 11:03	Shipped-Indication	Pending	Shipped		Status report: Shipped

Process Status:  Update

The status has changed from pending to shipped... the item is on its way.

Barcode BAI RNS OCLC PICA

Start Internet 11:05 AM