**Users Council Meeting**
**4/22/05**

## Request Service and VDX implementation

Inside CDL Request: http://www.cdlib.org/inside/projects/request/

Inside CDL VDX: http://www.cdlib.org/inside/projects/request/vdx

## What's new?

Request Interlibrary loan and Document Delivery for end users
- In test now, change in handling Document Delivery Requests, so that DDS and ILL items can be processed in a single session.
- Changed the error message for Requests from the Melvyl Catalog for journals, instead of a screen telling users to remove journals from their Request and try again, the user now gets a screen providing a link to Citation Linker forms and a list of other options.
- Coming soon to test, the ability to process Requests from the Melvyl Catalog for journals within a Request session.

VDX UC's "Consortial Borrowing System" for library staff
- UCSB is the first campus to lend to OCLC partners via VDX

## Who is doing it on the campuses and how?

Request Interlibrary loan and Document Delivery for end users
- DDS changes are in test now for ILL and Public Service staff to review
- Changes to journal processing will be in test soon

VDX UC's "Consortial Borrowing System" for library staff
- All campuses (except UCM) are using VDX for lending
- Six of nine campuses are now using the VDX system for borrowing

## Why should you care?

- More Requests are going direct-to-lender, and more are being delivered via web Desk Top Delivery. This results in faster service for end users.
- The changes to DDS handling and journal handling within Request will streamline the process and should significantly decrease the user frustration level.

## Who should I tell when I get home?