

VDX and New Barcodes

Patron barcodes for existing accounts cannot be changed in VDX.

Scenario 1: The patron already has a VDX account with an old barcode and no pending requests:

- If the patron has a new TRAC library card (new barcode), before you place a new request, you will delete their 'old' account (if they have one) and create a new account in VDX with the new TRAC card barcode number.
- If they are keeping their old barcode, you do not have to do anything different. Continue to place requests as usual.

Scenario 2: If the patron already has a VDX account with an old barcode and has requests pending:

- Leave the old account with the pending request(s): you cannot change this barcode. You can look up the patron contact information in Polaris when the item arrives if the VDX barcode does not match the VDX patron account.
- Once a month OCLC runs a report to remove any users with "DELETE" as the last name (screenshot below). If the patron has an active VDX request with the old barcode, the user record will not be deleted until that request is finished (Not supplied or checked back in).

Scenario 3: For new VDX requests for patrons who have a new TRAC library card:

- You will create a new VDX account for the patron with the new TRAC card barcode.
- The new cards will not impact TAL because rather than checking the patron record in VDX, TAL checks the patron record found in Polaris. This means that even if the patron had a VDX account with an old barcode, a new user record will automatically be created in VDX with the new barcode. As mentioned you will delete the old profile in VDX and create a new patron account with the new barcode. (Open up the patron record -> **Edit** -> enter **DELETE** in the surname field and click **Save**).

Please contact Direct Services with any questions:

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