What to do when the book arrives in the mail

1. Keep the padded envelope that the item was mailed in to return the item.
2. Keep the **Return Postage Paid** return mailing label that was sent with the book to affix to the return parcel.
3. Make note of the due date on the packing slip that was sent with your requested item. This is the date that the item is due back to the lending library. Please put it in the return mail 3-5 days before the due date to allow the item to get back to the lending library in time.

Returning the borrowed item

1. Write "Returning" anywhere on the packing slip that came with the book that noted the request details, lending library and due date. Put it inside the book for the lender's reference when they are handling the returned item.
2. Package item in padded mailing envelope that it arrived in. Securely tape the parcel closed.
3. Remove the old "Ship To" address label and replace it with Library Books "Return Postage Paid" label. This label is the upper portion of the return shipping manifest that was sent with the book.
4. Retain the lower portion of the shipping manifest (below the dashed cutting line) that contains the Item ID number to facilitate tracing lost parcels through Canada Post. Grab a pen and make a quick notation of the title, lending library and date it is being returned.
5. Tape the prepaid return label on the package, making sure it is securely affixed with tape **around all of the outside edges** to prevent the label from being caught and torn off.
6. The parcel can be taken to your nearest Canada Post parcel delivery outlet for mailing.

If the label is lost or misplaced

Please contact the Interlibrary Loan Help Desk. See Contact Information below.

VOCaL Interlibrary Loan Help Desk Contact Information

Telephone: 1-800-387-5765 ext. 5113
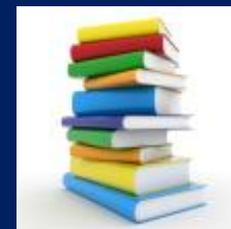
Email: vocl@library.on.ca

Hours: Monday to Friday
      8:30 a.m. to 4:30 p.m.

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is a virtual bibliographic catalogue
and Interlibrary Loan network for
Ontario public libraries in partnership with
Ontario Library Service – North and
Southern Ontario Library Service
with support from the
Ontario Ministry of Culture.

Virtual Online Community Library

Interlibrary Loan

An introduction for new members

http://info.vdxhost.com/

What is interlibrary loan?
Any book you borrow through the VOCaL is called an interlibrary loan.

How do I request an interlibrary loan?
You can use the patron access interlibrary loan through INFO to place your request from work, school, or home – anywhere, anytime, at your convenience.

What is patron-initiated interlibrary loan?
Members of INFO are referred to as "patrons". As a member of the Virtual Online Community Library, you are allowed to borrow books directly from Ontario public libraries.

Patron-initiated interlibrary loan is where you access INFO, the provincial interlibrary loan system that VOCaL belongs to.

What if I don't find what I am looking for?
While you are signed in to use INFO, select the "**Create Request**" option on the left hand menu bar. Fill in as much information as you have available. Click on "**Submit**". You will be contacted if more information is needed.

How long does it take to fulfill a request?
Many requests are filled in as little as one week but harder to find items could take up to six weeks or longer.

How can I monitor the progress of my requests?
View the status of your requests by looking at "**My Requests**" on the side-bar of the page to know when a book has been processed and shipped. If there is any problem with your request, interlibrary loan staff will contact you. Please do not resubmit your request.

How will I receive my book?
Books will be shipped using Canada Post directly to the postal address provided when you registered to join VOCaL. There is no cost to you for mailing the book.

Renewing a borrowed item
You must contact the Interlibrary Loan Help Desk to request an extension on a loan period of an interlibrary loan item. Provide the title of the book, the INFO system Interlibrary Loan request number and the name of the lending library.

Damaged or Lost Books
Please contact the Interlibrary Loan Help Desk to report lost or damaged books.

Ending an INFO session
To end your session, select **Sign Out** under "**My Account**" in the left side panel.

Steps in Requesting an Interlibrary Loan

Enter the following URL into your browser's address line: http://info.vdxhost.com/

1. Select English or French
2. Select "**Sign In**" and enter your User ID - - Type in the last 9 digits of your 14 digit library card barcode that follow the 26576– Example: 26576 123456789 – you will type 123456789
3. Enter your password (this was provided with your VOCaL registration).
4. Choose "**Ontario Library Service-North**" as your library location from the Authentication Service drop down menu
5. Click Submit

Search for the item you want to request

1. Select "**Standard**" or "**Advanced**" Search.
2. Note the "**Current Profile**" drop down menu. You will use these search profiles to do your searching.
3. **ALWAYS** select "**OLS-North [shared]**" as your initial search under the "Current Profile" drop down menu.
4. Enter keywords from the title, and/or author.
5. Select "**Details**" to verify this is the item you want.
6. Select "**Get it!**" to place the request. Item details are automatically entered in the Interlibrary Loan form.
7. Click **Submit** to send your request.
8. There is no need to print the request Successfully Issued screen as you can view the status of your requests at any time using the "**My Requests**" link under "**My Account**" button.
9. **Sign out** when you are finished.