What is Interlibrary Loan?

Interlibrary Loan (ILLO) is a service that allows library customers to access materials, that are not owned by Vaughan Public Libraries (VPL), from other library systems. If you have checked the VPL catalogue (https://vaughanpl.bibliocommons.com), and the item is not there, we will try to get the item for you from another library system in Ontario. Registration is required to use this service.

When should I use ILLO?

ILLO is available for items that are:

1. Not owned by VPL. Please check our catalogue first
   https://vaughanpl.bibliocommons.com/

2. More than 12 months old.

3. In book format. Most Ontario library systems do not lend DVDs, BLU-Rays, or CDs through ILLO.

4. Available through another public library. University and Academic libraries do not pledge to this system and are only able to loan books with a University Loan charge categorized by Universities.

How do I request an Interlibrary Loan?

There are two ways to access this service:

1. Register through the VPL website for an account to search the INFO Ontario ZPortal database (https://info.vdxhost.com/) and place requests yourself.

2. Library staff can place your request for you. Visit any of our locations, or contact us by phone or email.

How can I sign up for an ILLO account?

Members of Vaughan Public Libraries can register for an ILLO account, to search for items themselves, by visiting the VPL website (http://www.vaughanpl.info/library_services), and completing the registration form under the ILLO tab. ILLO staff will contact you within 3 business days with your user ID and password for the INFO Ontario ZPortal. (https://info.vdxhost.com/)

Where do I log on to the Interlibrary Loan system?

1. Visit the VPL website (www.vaughanpl.info). In the top menu, select "Using the Library", and then from the dropdown that appears, click Library Services, and then select the ILLO tab.

2. Click on the link for the Info Ontario ZPortal and select English or French.

3. Click Sign-in. Enter the user ID and password provided to you by the ILLO staff. For 'Authentication Service' select Vaughan Public Libraries from the drop down menu.

How do I search for an item?

1. Login to the INFO Ontario ZPortal. https://info.vdxhost.com/

2. On the 'Standard Search Page', enter York/Muskoka or Toronto/401 as your initial search profile. For 'Search Term' enter the title and/or author. When you find the right item, click 'Details' on right hand side of page to verify title, author, book format.

3. If you would like to request this book, click on 'Get It' on right hand side of page.

4. This brings you to the 'My Request' page with your name and user id marked on top right hand corner.

5. In the 'Additional Information' section 'Special Instruction' area, please enter your full name and library card number. Select your pick up location from the drop down menu. Click on 'Request'. You can request up to 5 items in a day and up to 30 items in a month!

6. You will be taken to a confirmation page. If/when item is received, you will be notified by email or telephone.

7. Click 'Sign Out' and you are all done!

What if I don't find what I'm looking for?

If the item is not available at VPL or through the INFO Ontario ZPortal, it is possible that it is out of print, and no longer available to borrow. Double check that the title, author, and other information you are searching for is correct. Speak to a member of the VPL Information staff for further assistance.

How long does it take for an item I request to arrive?

This varies depending on the availability of the requested item, and where it is coming from. Many requests can be filled quite soon, while harder to find items could take up 6 to 8 weeks. The library that owns the item decides when and for how long an item may be borrowed through ILLO.

What if I place a request and don't receive the item?

Sometimes, even though another library owns an item, it is not able to be sent to us. The owning library might need to keep it because it is in high demand there, it is fragile or in bad condition, or it for whatever reason does not meet the loaning policy of the other library at that time. In that case, VPL staff will contact you to let you know that your request cannot be filled.

How can I monitor the progress of my request?

You can view the status of your request by logging into the INFO Ontario Zportal, and looking at "My Requests" on the left side of the screen. Click on 'Show Everything'. If there is any problem with your request, VPL staff will contact you. Please do not resubmit your request.

What if I no longer need the item?

In the 'My Requests' window under 'My Account' choose the book you no longer want. Click 'Delete'.

How will I be notified that my item is available?
When the item is available for pick-up, you will be notified by telephone or email, as you are for standard VPL requests.

Can I renew ILLO books?

Renewal is not available for books borrowed through ILLO from other library systems. The due date is specified by the other library system, and is not extendable.

Basic Troubleshooting when using ZPortal:
-Clear browser cache
-Navigate using ZPortal navigation buttons only
-If the buffering and loading sign continues, it means system is busy; please retry later.

-Best supported browsers for ZPortal 7.3 version are: Internet Explorer 7.0 or newer, Google Chrome, Firefox for MAC, Safari 5.0 MAC X.

I have other questions, that have not been answered here, who do I ask?

Speak to a member of the Information staff at any VPL location, or call or email.
Phone: 905-653-7323
Email: illo@vaughan.ca