



Interlibrary Loans Usage Guide

The SDG Library can obtain books from other library systems in Ontario for you if we cannot provide them from our own collection. Please contact your local branch to gain access to the Interlibrary Loan (ILLO) catalogue.

Terms of Use:

- Do not request titles through ILLO that we already own. Always search and use our own catalogue first.
- Only books may be requested. Requests for audio-visual materials cannot be fulfilled.
- Do not request titles that have been published within the last 24 months, as most library systems will not lend us their new materials. Please use our online [Suggest a Purchase form](#) instead.
- Only request books that include an ISBN in their records, as requests cannot be processed without this number.

Please note: Failing to observe these terms may result in losing full access to the ILLO catalogue.

Frequently Asked Questions:

How much does it cost?

There is no cost to the individual library member to borrow materials from other public libraries. Some academic institutions and other agencies may charge a postage or service fee, but if there is any cost associated with your request we will inform you in advance.

How long can I have an ILLO item?

Loan periods vary in length depending on the loaning library, but ILLO materials can usually be borrowed for 3 weeks. Please note that ILLO items returned late incur a cost of \$1 per day of lateness. ILLOs cannot be renewed.

How many ILLO items can I have at a time?

You can have 3 items checked out simultaneously. Only 3 ILLO items can be actively requested at the same time.

How long does it take for my ILLO request to arrive?

Delivery times vary according to the item's location and availability, but they usually arrive within two weeks if available, sometimes even quicker. Your local branch will contact you once your ILLO item is ready for pickup.

How can I monitor the progress of my requests?

Click on "My Requests" on the left side-bar of the page to see when they have been processed, shipped, and received. There you can also cancel requests, provided they have not already been processed by the lending libraries.

Why did my request disappear?

Requests that are unable to be filled are automatically cancelled. This would include requests for items published within the last 24 months, and for items we already have in our system. Double-check our catalogue, and if we do not have the title please submit an online purchase request instead at:

<http://www.sdglibrary.ca/services/purchase-suggestion-form>

What if I lose or damage an Interlibrary Loan item?

Inform your local branch, and we will then contact the lending library. The library user account will then be charged for the cost of the material and a processing fee, as determined by the lending library. It is not possible to purchase another copy of the ILLO item yourself and submit it in lieu of charges.

Interlibrary Loans – Placing Requests

Library members must have an Interlibrary Loan account to use this service. Contact your local branch to obtain access to the ILLO catalogue.

**** Please review the Terms of Use on the reverse side of this page before placing any ILLO requests.**

Signing In

Go to the library's website, www.sdglibrary.ca, and select **Services** then **Interlibrary Loans**. Review the notice, and click the "I Agree" button. Then select your language of choice.

1. Click **Sign In**.
2. **User ID** – the last digits of your library barcode, beginning after the zeroes.
3. **Password** – assigned by library staff.
4. **Authentication Service** – select SDG Library from the drop-down list.
5. Click **Login**.

Search

- Standard Search
- Advanced Search
- Search History

My Account

- Saved List
- Create Request
- My Requests
- 1 Sign In

Sign-in

Enter your User ID and Password and click on the button to Sign-in.

2 User ID:

3 Password:

4 Authentication Service: SDG Library

5 Login

Searching

Standard Search

Current Profile: SOLS Rideau North [shared]

Search Term:

Search [Advanced Search](#)

Current Profile: Always select **SOLS Rideau North** as your initial search profile for fastest results.

Search Term: Enter an author name, a book title, or other search term and click **Search**.

(The **Standard** search allows you to search for a combination of fields including author, title, subject, series, etc.)

Placing Requests

1. Click **Details** to see full details and verify that this is the item you want.
2. Ensure an ISBN number is listed if the title is a book.
3. Do not request any materials that were published within the previous 24 months. Most libraries will not lend us new materials, so please complete an online [Suggest a Purchase form](#) instead.
4. Once you have found the item you want, click **Get it**. Double-check that the publication date is older than 24 months, and that an ISBN number is present. Click **Request** once.

Do not re-submit your request.

No Search Results

- If no results were found in your initial search you can try an **Advanced Search** or switch the **Current Profile** to search a different selection of Ontario libraries.
- Still no results? Confirm that your search terms are correct.
- Still no results? Contact your local branch for further assistance.