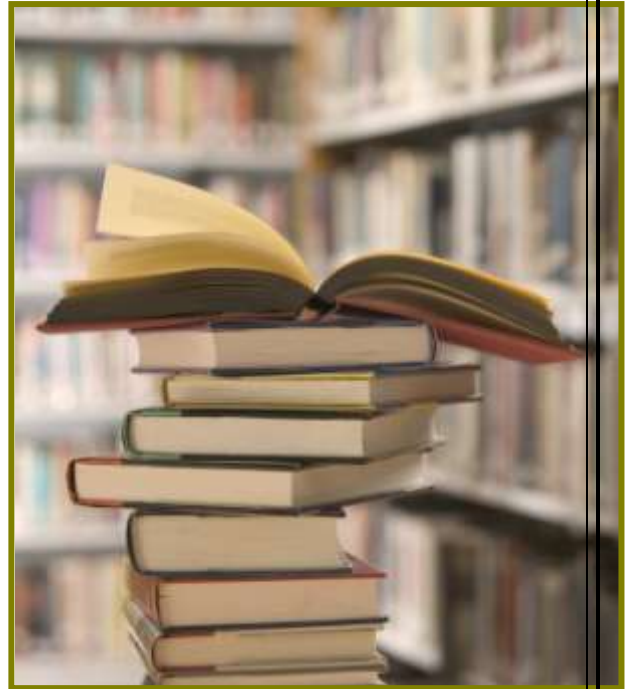


# User Guide

for placing your own Interlibrary Loan Requests

from library,  
home, work  
or school...  
from  
anywhere  
there is  
internet  
access



Place Interlibrary Loan requests  
using the INFO end user  
interface...

anytime, anywhere

**INFO**ntario  
.com  
**http**  
@www

## Sign-In Procedure for patron

1. Use your browser to go to: <http://info.vdxhost.com>
2. Select your language and click on **Sign In** on the left side panel of the opening screen.
3. User ID: The numbers after 01959000 on your library card. Please note, you may only have two "0's i.e. 0195900xxxxx.

Jot it down here: \_\_\_\_\_

4. Password: Library staff have created a password for your initial sign in. You would have received this either through email or in person.

- Passwords are case sensitive so be aware of upper or lower case entry.
- You can change your password. There are instructions later in this manual.

Jot it down here: \_\_\_\_\_


5. Authentication Service: Select the name of your home library from the drop down menu.
  - TIP: Type first letter of your library name to advance on the list and limit scrolling.
  - It is **VERY IMPORTANT** to select the correct home library where your patron account is registered.

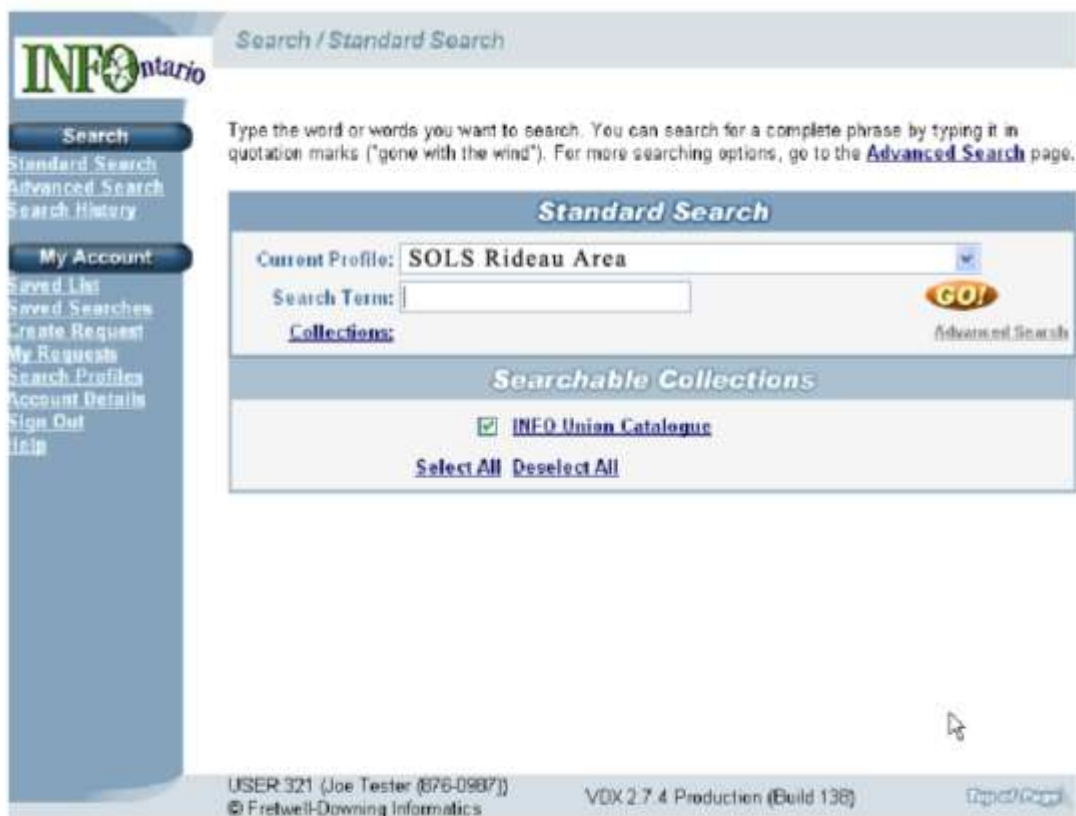
Enter your User ID and Password and click on the submit button to Sign-in.



The screenshot shows a web form titled "Sign-in". It contains three input fields: "User ID:" with the value "123", "Password:" with four black dots, and "Authentication Service:" with a dropdown menu showing "Brockville Public Library". Below the fields is a blue oval button labeled "SUBMIT".

## General Screen Navigation

- First screen after log-in is always the **Standard Search** screen
- Check for your User ID and name at the bottom of the screen to confirm accurate log-in.
- Left panel buttons - are to choose an activity
- F11 toggles your browser tool bars On/Off at top of screen in Internet Explorer
- Browser  button is not used in INFO



*This is the first screen that opens once you have connected to INFO*

# Patron's User Record

## How to change your password:

1. Select **Account Details** under "My Account" in left side panel.
2. Select **Edit** on the resulting screen
3. Make sure to click "Update Password" to create a "tick" mark
4. Enter your new password and then **SUBMIT**.

CAUTION: Make a note of your password. Choose something you will not forget like a pet's name. If you forget your user password, library staff will have to contact system administration staff to find out what it is and this might take up to several days.

- If you enter a valid email address in your record, you can receive email notification when your materials have arrived at the library for pick-up.

INFO Ontario

My Account / Account Details / Edit

**Search**

Standard Search  
Advanced Search  
Search History

**My Account**

Saved List  
Saved Searches  
Create Request  
My Requests  
Search Profiles  
Account Details  
Sign Out  
Help

**Edit Account Details**

User ID: OHAN-123

Password

Confirm Password   Update Password

First Name(s):

Last Name:

Email Address:

Category: Manual Authorized Patron

Joining Date: 16 Feb 2006

Banned in VDX: No

Default Pickup Location  ▼

**SUBMIT**

*This is the screen where you can change your password, add email address etc.*

# Searching in Standard and Advanced mode

## Selecting a Search Profile

- Users should always start out with their “home library” profile when searching and only select a different profile in the list if you do not get any results on your search.

**Example:** Your home library is Brockville Public Library so your first selection should ALWAYS be SOLS Rideau Area South. If you can't find what you are looking for, then select SOLS Rideau Area North, and then SOLS Toronto/Kawartha/401Area, etc.

- Note your “home library” profile here: **SOLS Rideau Area South**
- **Please Note: the searchable collections will reflect communities in South Eastern Ontario**

## Standard Search


This type of search is *key word* that appear anywhere within the bibliographic record. You can enter words randomly in any order or you can term browse words in a specific order by putting quotation marks around the words.


**Example:** Life strategies: doing what works, doing what matters / Phillip C. McGraw.

You enter -	<b>Life strategies</b>	Results In	205 hits
You enter -	<b>"Life strategies"</b>	Results In	37 hits
You enter -	<b>"Life strategies" Phillip McGraw</b>	Results In	14 hits

**Example:** Suppose you know that Nancy Friday wrote a psychology book about mothers and daughters and searching for identity but you are not sure what the exact title is. You can combine key words from the TITLE and AUTHOR in a Standard search.

### Standard Search

Current Profile: SOLS North and East of 400 [shared] 

Search Term: mother daughter identity Friday 

### Search Results

[Get More Hits](#)  [Save Search](#) 

Search for Any Equal Word "mother" and Any Equal Word "daughter" and Any Equal Word "friday" in [Barrie Public Library](#), [Bradford West Gwillimbury Public Library](#), [Georgina Public Library](#), [Huntsville Public Library](#), [INFO Union Catalogue](#), [Oshawa Public Library](#), [Toronto Public Library](#), [Whitchurch-Stouffville Public Library](#).

**1. My mother/my self : the daughter's search for identity.**  
Date: 1977      Collection: Whitchurch-Stouffville Public Library  
[Save](#)  [Details](#)  [Get it!](#) 

**2. My mother / my self : a daughter's search for identity / Nancy Friday**  
Date: Unknown      Collection: INFO Union Catalogue  
[Save](#)  [Details](#)  [Get it!](#) 


**3. My mother/my self : the daughter's search for identity / Nancy Friday. --**  
Date: 1997      Collection: INFO Union Catalogue  
[Save](#)  [Details](#)  [Get it!](#) 

- After the results appear on screen, you can select your home library search results to come to the top of the screen by selecting the library name link.
- For instance, if your home library were Whitchurch-Stouffville Public Library, you see that they own a copy and you would not request an interlibrary loan but would instead request your home library copy.

- NOTE: Patrons will have checked their home library web accessible catalogue to verify if an item is locally held before searching the INFO system. However, it can be confirmed in the INFO system as you see with this example.

Patron issued requests for an item that is locally owned will not be processed into the system unless library staff determines that the locally held copy(s) are missing, or damaged.



## Viewing search results in “Detail”

- To browse through multiple pages of search results, select **Page:1 2 3 [Next]** at the bottom of the screen.
- Select the [Details](#)  link on the displayed result to see full details
- You can navigate in full details mode, using [Previous Record](#) and [Next Record](#)
- You can select the [Author](#) and [Subject](#) links to search for similar records

**Record Details**

[\[Previous Record\]](#)
Record 4 of 10
[\[Next Record\]](#)

Collection: **INFO Union Catalogue**

[Save](#)  [Get it!](#) 

<b>Title:</b>	<b>My mother/my self : the daughter's search for identity / Nancy Friday.</b>
<b>Authors:</b> <small>(Click on an item to perform a search for similar records.)</small>	<a href="#">Friday, Nancy.</a>
<b>Imprint:</b>	New York : Delacorte Press, c1977.
<b>Description:</b>	xviii, 425 p. ; 24 cm.
<b>Notes:</b>	Bibliography: p. 421-425.
<b>Subjects:</b> <small>(Click on an item to perform a search for similar records.)</small>	<a href="#">Love, Maternal.</a> <a href="#">Mothers and daughters.</a> <a href="#">Sex (Psychology)</a> <a href="#">Women -- Psychology.</a>
<b>ISBN:</b>	0385295707 0440060060 0440156637

- If you select the **Mothers and daughters** subject link you will get everything with that subject heading in the record from the collections in the chosen profile. Some of them are psychology books but some of them are children's picture books.
- If you want to view only psychology books on mother daughter relationships you can retrieve that using [Advanced Search](#) and Boolean operators.

## Advanced Search

This type of search uses selectable fields and Boolean operators to retrieve more precise results.



### Advanced Search

Field	Search Term	Operator	
Subject Heading <span style="float: right;">▼</span>	mothers and daughters	and <span style="float: right;">▼</span>	<a href="#">PowerSearch</a>
Subject Heading <span style="float: right;">▼</span>	Women Psychology	and <span style="float: right;">▼</span>	<a href="#">PowerSearch</a>
Subject Heading <span style="float: right;">▼</span>		<a href="#">RESET</a>	<a href="#">PowerSearch</a>

Refinement  
 On  Off

Records per page: 10 [GO!](#)

[Standard Search](#)

- You can use [Page:1 2 3 \[Next\]](#) links at bottom of the screen to navigate through results.
- You can [Save](#)  a particular record into a Saved List to print, email, or request later.
- You can place an interlibrary loan request for an item using the [Get it!](#)  link.

### 6. **My mother/my self : the daughter's search for identity / Nancy Friday.**

Date: 1977      Collection: Georgina Public Library

[Save](#)  [Details](#)  [Get it!](#) 

### 7. **My mother/my self : the daughter's search for identity.**

Date: 1977      Collection: Whitchurch-Stouffville Public Library

[Save](#)  [Details](#)  [Get it!](#) 

### 8. **Don't blame mother mending the mother-daughter relationship Paula J. Caplan.**

Date: 1989      Collection: Whitchurch-Stouffville Public Library

[Save](#)  [Details](#)  [Get it!](#) 

### 9. **Between sisters / Kristin Hannah.**

Date: 2003      Collection: Whitchurch-Stouffville Public Library

[Save](#)  [Details](#)  [Get it!](#) 

### 10. **Spirals : a woman's journey through family life / Joan Gould.**

Date: 1988      Collection: INFO Union Catalogue

[Save](#)  [Details](#)  [Get it!](#) 

Page: [1](#) [2](#) [3](#) [\[Next\]](#)


**Status:**  
Presenting


**Total Hits:**  
77

**Total Returned:**  
29

**Duplicates:**  
0

## Creating a Request from Search Results

- If item is not locally held and you want to place an Interlibrary Loan request, select a record from the search results by using the [Get it!](#)  link.
- Occasionally, you may need to change Loan to Copy if you are requesting photocopies from a journal or add a note in the Special Instructions area at the bottom of the screen.
- There is rarely anything you need to add to this form. Select **SUBMIT**, either at the top or bottom of the form and your request will be issued.

The [Get it!](#)  link results in this Request Item form

<b>Request Item</b>	
<b>SUBMIT</b>	
<b>Service:</b>	<input checked="" type="radio"/> Loan <input type="radio"/> Copy
<b>Copyright Type:</b>	<input type="text"/>
<b>Title of Book:</b>	Stories from the motherline
<b>Subtitle:</b>	reclaiming the mother-daughter bond, finding our f
<b>Author(s)/Editor(s):</b>	Lowinsky, Naomi Ruth
<b>Sponsoring Body:</b>	<input type="text"/>
<b>Part Details</b>	
If you only require a copy of part of this item then please enter details here.	
<b>Author of Chapter/Article/Paper:</b>	<input type="text"/>
<b>Title of Chapter/Article/Paper:</b>	<input type="text"/>
<b>Date Published:</b>	1992.
<b>Volume/Issue:</b>	<input type="text"/>
<b>Pages:</b>	<input type="text"/>
<b>Publication Details</b>	
<b>Series title and numbering:</b>	<input type="text"/>
<b>Publisher:</b>	J.P. Tarcher
<b>Place of Publication:</b>	Los Angeles
<b>Edition:</b>	<input type="text"/>
<b>Item Description:</b>	229 p.
<b>ISBN:</b>	0-87477-680-5
<b>ISSN:</b>	<input type="text"/>
<b>Reference Source:</b>	Georgina Public Library/GINA
<b>Material Type:</b>	Monograph
<b>Additional Information</b>	
<b>This item is not needed after:</b>	23 SEP 2006
<b>Special Instructions:</b>	<input type="text"/>

## Confirmation that request was successfully submitted

- After you use the **SUBMIT** button when creating a request INFO will respond with a “Your request has been successfully submitted” screen and assigns an ID number to your request.
- Is it important to print or make a note of this request number? **NO**. You can browse your requests you have in the system anytime you like without knowing the request ID numbers.

### ***New Request***

Your request has been successfully catalogued.

The system has assigned an id of **2586143** to the request.

Use the [My Requests](#) option to track the status of this request.

### ***Request Details***

-- LOAN Request -- 08 MAR 2006 --

**Request Number:** 2586143

### ***Further Information***

**This item is not needed** 23 SEP 2006  
after:

**Special Instructions:** DEF\_C N

[PRINT](#)

## Creating a Request from scratch

If you do not find an item after searching against all the possible search profiles in the list, you can still submit a request for it.

- Select **Create Request** under “My Account” in the left side panel. This will produce a blank form for you to fill in.
- It is mandatory to fill in Title and Author. You may not know other publishing details.
- You should add extra information in the Additional Information section, such as:
  - read review in Toronto Globe and Mail last week in March 06
  - saw author interviewed on Ophra TV show mid February
  - this is not a brand new book... possibly published within the past 5 years

The request status will be “Idle” and “Check Manual” until library staff has an opportunity to verify the request and find lending locations for it if they exist.

## Working with Search Results

There are additional features for working with your search results that you may find handy though it is **COMPLETELY OPTIONAL** if you use them.

**Example:** Advanced subject search for a specific dog breed. You put an asterisk on the end of the word to capture word "schnauzer" or the plural "schnauzers" in the subject heading.

Advanced Search

Field	Search Term	Operator	
Subject Heading <span style="float: right;">▼</span>	miniature schnauzer*	and <span style="float: right;">▼</span>	<a href="#">PowerSearch</a>

### Checking Search Status - *OPTIONAL*

It is not necessary but you have the option to select **Search Status** under "Results" in left side panel to determine how many results you have and from which catalogues.



- Search
- [Standard Search](#)
- [Advanced Search](#)
- [Search History](#)
- Results
- [Search Results](#)
- [Sort Options](#)
- [Merge Duplicates](#)
- [Search Status](#)
- My Account
- [Saved List](#)
- [Saved Searches](#)
- [Create Request](#)
- [My Requests](#)
- [Search Profiles](#)
- [Account Details](#)
- [Sign Out](#)
- [Help](#)

Results / Search Status

Search Status

Presenting : Result contains 34 out of 34 hits

Target:	Status:	Total Hits:	Fetched Hits:	Requested Hits:
INFO Union Catalogue	Search Complete	17	17	17
Bradford West Gwillimbury Public Library	Error	0	0	0
Georgina Public Library	Search Complete	0	0	0
Toronto Public Library	Search Complete	13	13	13
Whitchurch-Stouffville Public Library	Search Complete	0	0	0
Barrie Public Library	Search Complete	1	1	1
Huntsville Public Library	Connecting	0	0	0
Oshawa Public Library	Search Complete	3	3	3

## Merging Duplicates in the search Results - *OPTIONAL*

It is not necessary but you have the option to select **Merge Duplicates** under “Results” in the left side panel.



The interface features a blue header with the text "Merge Duplicates". Below the header, there is a text input field labeled "Number of records to Merge (max 1000):" followed by a small empty box. At the bottom of the panel is a blue oval button with the word "MERGE" in white capital letters.

Click on the **Merge** button to merge duplication in the search results.

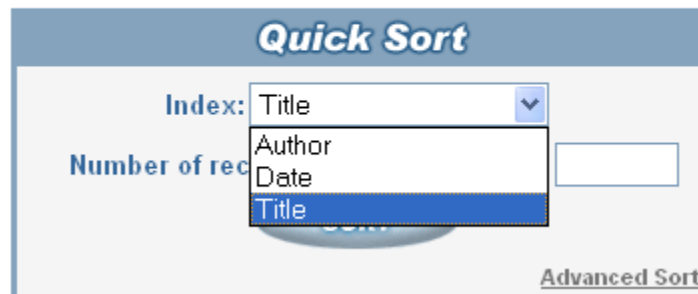
Note there are 22 unique records and 12 duplicates in the 34 hits in our *miniature schnauzer* example search after they have been merged.

<b>Page: 1 2 3 [Next]</b>			
<b>Status:</b>	<b>Total Hits:</b>	<b>Total Returned:</b>	<b>Duplicates:</b>
Search Complete	34	22	12

## Sorting Search Results - *OPTIONAL*

- It is not necessary but you have the option to select **Sort Options** under “Search Results” in the left side panel to arrange your results in the manner you wish.
- Perhaps you want to see if there are several titles by the same Author or you would like to sort by Date so the most recently published items are at the top of the list.

Your search has returned **22** out of 22 hits.




The interface has a blue header with the text "Quick Sort". Below the header, there is a label "Index:" followed by a dropdown menu. The dropdown menu is open, showing a list of options: "Title", "Author", "Date", and "Title". The first "Title" option is highlighted in blue. To the right of the dropdown menu is an empty text input field. At the bottom right of the panel is a link labeled "Advanced Sort".

## Search History - *OPTIONAL*

- It is not necessary but you have the option to view a history list of the searches you have performed during your logged in session. When you end your session by signing off, this history is cleared.
- You can view this list by selecting **Search History** under “Search” in the left side panel.
- You can **Re-Run** a search from History or **Edit** it by changing some of the details or the profile used to search against.

<b>Search History</b>	
Choose from the options below to edit or re-run your search	
<b>Search Term:</b>	Any Equal Word "hair" and Any Equal Word "design"
<b>Collections:</b>	INFO Union Catalogue
<a href="#">Edit</a>  <a href="#">Re-run</a> 	
<b>Search Term:</b>	Any Equal Word "yoga" and Any Equal Word "for" and Any Equal Word "beginners"
<b>Collections:</b>	INFO Union Catalogue
<a href="#">Edit</a>  <a href="#">Re-run</a> 	
<b>Search Term:</b>	Any Equal Word "paris" and Any Equal Word "in" and Any Equal Word "the" and Any Equal Word "springtime"
<b>Collections:</b>	Barrie Public Library, Bradford West Gwillimbury Public Library, Georgina Public Library, Huntsville Public Library, INFO Union Catalogue, Oshawa Public Library, Toronto Public Library, Whitchurch-Stouffville Public Library
<a href="#">Edit</a>  <a href="#">Re-run</a> 	

## Saving the entire Search for future reference - *OPTIONAL*

- It is not necessary but you have the option to use the **Save Search**  link on search results to save the search in a file for future reference.
- You can see your saved searches by selecting **Saved Searches** under “My Account” in the left side panel.
- You can **Re-Run** the search as it was originally run.
- You can **Edit** the search to change how it was composed or to select a different search profile to run it against.
- You can **Delete** the saved search. Saved searches are saved indefinitely, until the user deletes them.




## Saved Searches

Choose from the options below to edit, re-run or delete your search.

**Search Term:** Subject Heading Equal Word "dog" and Subject Heading Equal Word "training" and Subject Heading Equal Word "puppies"

**Collections:** Barrie Public Library, Bradford West Gwillimbury Public Library, Georgina Public Library, Huntsville Public Library, INFO Union Catalogue, Oshawa Public Library, Toronto Public Library, Whitchurch-Stouffville Public Library


**Last Used: 8:03:39 PM on March 13, 2006**

[Edit](#) 
[Re-run](#) 
[Delete](#) 

Example of Saved Search screen

## Saved List - *OPTIONAL*

It is not necessary but you have the option to save specific records in search results to a Saved List to print, email, or request later.

- Use the [Save](#)  link on the request result to save it.
- To view your saved items, select **Saved List** under "My Account" in the left side panel.
- Note that the Saved List is cleared when you Sign Out of your session.


My Account / Saved List

Search

Results

My Account

Help

Search

Standard Search

Advanced Search

Search History

Search Results

Sort Options

Merge Duplicates

Search Status

Saved List

Saved Searches

Create Request

My Requests

Search Profiles

Account Details

Sign Out

Help

Select items in the saved list using the check box against each one. Click the relevant button to remove, email, request or print the selected items. The saved list is cleared when you log out.

### Saved List

[Select all](#) 
[Bring to top](#) 
[Remove](#) 
[E-mail](#) 

[Deselect all](#) 
[Get it!](#) 
[Print](#) 


- 1. Don't blame mother mending the mother-daughter relationship Paula J. Caplan.**  
Date: 1989      Collection: Whitchurch-Stouffville Public Library

[Remove](#) 
[E-mail](#) 
[Get it!](#) 
[Print](#) 
[Details](#) 
- 2. Stories from the motherline : reclaiming the mother-daughter bond, finding our feminine souls**  
Date: 1992      Collection: Georgina Public Library

[Remove](#) 
[E-mail](#) 
[Get it!](#) 
[Print](#) 
[Details](#) 
- 3. Spirals : a woman's journey through family life / Joan Gould.**  
Date: 1988      Collection: INFO Union Catalogue

[Remove](#) 
[E-mail](#) 
[Get it!](#) 
[Print](#) 
[Details](#) 


## How is your request doing?

- Select **My Requests** under “My Account” in left side panel to see the requests you have in the system.
- You can have the results sort by Request #, Title or Author and you can specify 5, 10, 15, 20 records per page.
- You can see the request in more detail by selecting [View](#) 


**Requests List**

4 requests found


Page 1

[View](#) 

<b>ILL Number:</b>	2586961
<b>Title:</b>	<b>The coffin quilt</b>
<b>Author:</b>	Rinaldi, Ann.
<b>Status:</b>	Idle
<b>Authorisation:</b>	AutoMediated:AuthManual
<b>Need-by Date:</b>	28 Sep 2006

[View](#) 

<b>ILL Number:</b>	2586957
<b>Title:</b>	<b>Nurse Lugton's curtain</b>
<b>Author:</b>	Woolf, Virginia, 1882-1941.; Vivas, Julie, 1947- ill.
<b>Status:</b>	Idle
<b>Authorisation:</b>	AutoMediated:AuthManual
<b>Need-by Date:</b>	28 Sep 2006

[View](#) 


<b>ILL Number:</b>	2586954
<b>Title:</b>	<b>Gulliver Travels A kid's guide to Florida</b>
<b>Author:</b>	Grove, Karen
<b>Status:</b>	Idle
<b>Authorisation:</b>	AutoMediated:AuthManual
<b>Need-by Date:</b>	28 Sep 2006

## Interpretation of Request Status

**Status:** Idle  
**Authorisation:** AutoMediated:AuthManual

- **Idle** means that the request has not yet been processed into the VDX system.
- **Automediated:AuthManual** means that library staff have to intervene to authorize the request into the VDX system.

**Status:** Idle  
**Authorisation:** Un-Authorized

- **Idle** means that the request was not processed into the VDX system.
- **Un-Authorised** means that library staff has denied the request for interloan. It could be that the item is locally held or too new for interloan or exceeds a limit.
- **TIP:** Use the [View](#)  link on the request to read the explanation that library staff may have typed in Notes area.

**Status:** Pending  
**Authorisation:** Processed

- **Pending** means the request is pending action from a potential lending library.
- **Processed** means it has been processed into the INFO system.

**Status:** Conditional  
**Authorisation:** To be Acknowledged

- **Conditional** means a lending library is offering a conditional loan (charges, in library use only, no copying, etc.) that the borrowing library staff has to respond to with Conditional Reply Yes, or No before they will ship the item.

**Status:** Shipped  
**Authorisation:** To be Acknowledged

- **Shipped** means that a lending library has agreed to lend the item and is shipping it to the home library. The item is on its way but IT HAS NOT YET ARRIVED.

**Status:** Received  
**Authorisation:** Processed

- **Received** means the home library has received the item and is preparing it for loan. Patron contact by email or telephone will occur to advise the patron when the item is available for pickup.

**Status:** Returned  
**Authorisation:** Processed

- **Returned** means that the item has been used by the patron, returned to the home library and has been processed for return to the lending library.

**Status:** Not Supplied  
**Authorisation:** Check Manual

- **Not Supplied** means it has not been supplied by any of the locations currently listed in the request HOWEVER it does not necessarily mean that it will not be supplied at all.
- **Check Manual** means that library staff will manually check the request and process it further, possibly adding additional locations to the request and resubmitting it into the system again.
- Library staff will notify you when and if your request will not be filled at all.

**Status:** Cancel Pending  
**Authorisation:** Processed

- **Cancel Pending** means that a request to cancel was submitted to the lending library but they have not yet confirmed that it is/will be cancelled.

**Status:** Cancelled  
**Authorisation:** Check Manual

- **Cancelled** means that a request to cancel was submitted and the lending library has confirmed the cancellation.

## Printing from INFO

If you ever require a print out of a request that you have in the system you can:

1. Select **My Requests** under “My Account” in left side panel .
2. Select **View** button on the on the request in the search results screen.
3. Select your browser menu **File** and **Print**.

## Ending an INFO session

When you wish to end your session, select **Sign Out** under “My Account” in the left side panel.

## Canceling or renewing a request

You need to contact library staff to indicate that you want to cancel your request. You cannot renew your Interlibrary Loan materials. Telephone or email library staff as below and provide the title and the request ID number.

## Home library Interlibrary Loan department contact information:

Telephone: 613-342-3936 ext. 28

Email: [interlibrary@brockvillelibrary.ca](mailto:interlibrary@brockvillelibrary.ca)