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Once it is determined that the book you wish to borrow is not owned by Aurora Public Library, Information staff can take your information and process the request on your behalf.

### Getting Started with patron self-serve Interlibrary Loan:

1. Go to the link on our library website or use <https://info.vdxhost.com> and select English or French.
2. Select **Sign In** and enter your User ID and password as provided by the Information staff.
3. Choose **Aurora Public Library** as your library location from the Authentication Service menu.
4. Select **Standard** or **Advanced** Search.
5. Note **Current Profile** drop down menu – You will use these search profiles to do your searching.
6. Select **SOLS Simcoe/York** as your initial search profile.
7. Enter keywords from the title, and/or author. No matches from the first profile? Select a different profile and so on, moving through all the profiles if necessary.
8. Select **Details** to verify this is the item you want.
9. Select **Get it!** to place a request. Item details are automatically entered in the interlibrary loan form.
10. Complete the form by selecting your preferred **Pickup Location** from the drop down menu at the bottom of the form.
11. Click **Submit** to send your request.
12. There is no need to print the request. You can view your requests at any time using the **My Requests** link.
13. **Sign Out** when you are finished.

## Aurora Public Library



### Hours of Service

Monday	1:00 pm..... 9:00 pm
Tuesday	9:30 am..... 9:00 pm
Wednesday	9:30 am..... 9:00 pm
Thursday	9:30 am..... 9:00 pm
Friday	9:30 am..... 5:00 pm
Saturday	9:30 am..... 5:00 pm
Sunday	1:00 pm..... 5:00 pm

*\*Please note: The Library is closed Sundays from mid-May to mid-September inclusive.*

[www.aurorapl.ca](http://www.aurorapl.ca)

15145 Yonge Street  
Aurora, Ontario  
L4G 1M1  
Telephone (905) 727-9494



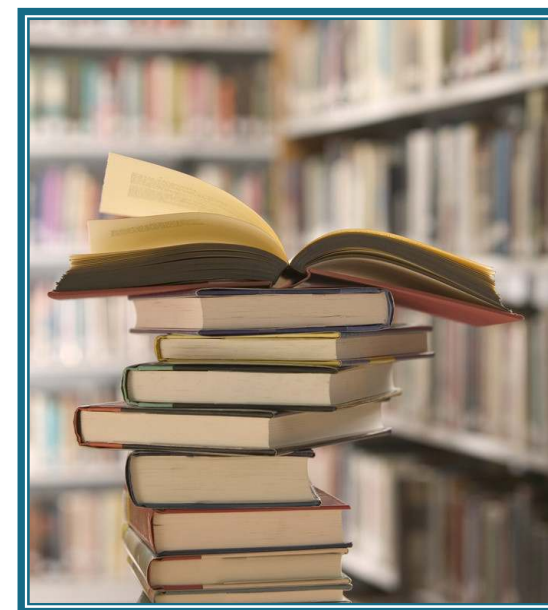
is a virtual bibliographic catalogue and Interlibrary Loan network for Ontario public libraries in partnership with Ontario Library Service— North and Southern Ontario Library Service with support from the Ontario Ministry of Culture

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## AURORA PUBLIC LIBRARY

### Interlibrary Loan

If our library does not have the book you are looking for, ask us about getting it from another library....



*Discovery and Inspiration...  
Connecting Aurora to  
information, lifelong learning,  
literacy, and the love of reading.*

## What is Interlibrary Loan?

A book that comes from another library outside of the Aurora Public Library collection is called an Interlibrary Loan. **Before making an Interlibrary loan request you must check the Aurora Public Library's catalogue to make sure the book is not in our collection.**

## How do I request an Interlibrary Loan?

You can ask for assistance in person at the Information Desk, by phone, use the online form under Services—Interlibrary loans or send an email to [info@aurorapl.ca](mailto:info@aurorapl.ca)

OR

You can use the patron self-serve Interlibrary Loan system to place the request yourself anywhere you have Internet access, at your own convenience.



## How can I sign up?

Library users must have a valid library card in good standing and have an Interlibrary Loan patron record created in the INFO system by our staff. To register, provide your full name, address, home phone number and library card number to staff at the Information Desk.

## Where do I logon to access the Interlibrary Loan system? How do I use it?

Visit our library's homepage at [www.aurorapl.ca](http://www.aurorapl.ca) and select Services - Interlibrary Loans. Users need to sign in with a User ID and password supplied by our Information staff when you register for self-service.



## What if I don't find what I am looking for in the INFO system?

Contact the Information staff who will be glad to assist you in finding the book you need.

## How long does it take to fulfill a request?

This varies depending on the availability of the requested book. Many requests are filled in as little as a few days. Harder to find books could take up to six weeks or longer.

## How can I monitor the progress of my requests?

You can view the status of your request by looking at "My Requests" on the side-bar of the page to know when it has been processed, shipped and received. You can also observe if your Interlibrary Loan request has been cancelled because the item is located in the Aurora Public Library or the policies of the lending library prohibit loan. If there is any problem with your request library staff will alert you.

Please do not resubmit your request.

## How will I be notified that my material is available?

Patron notification will take place once the item has been received. Library staff will inform the patron by telephone or e-mail. **Prompt pick-up ensures that you will have the maximum borrowing time.**



## How do I ask for an extension on my Interlibrary Loan?

You cannot renew an Interlibrary Loan online. You must contact library staff to request a renewal of the loan period. Please contact the Circulation Staff at least 2 days in advance, 905-727-9494 x 211.