Interlibrary Loan Processing

Patron requests can be searched in TRAC and TAL Online. If the information is not found, the library staff will use VDX (ILL and document request management system) to manage and process requests. Material requests can also be created in VDX. This system searches multiple library catalogues simultaneously. TAL requests streamline into the VDX work queue to process.   The VDX work queue shows status updates (shipped, pending, cancel, renew or not supplied), both on the lender and borrower's side.

Borrower

- The item to request is searched on the Bib Search link in the VDX work queue. Once an item found, and matches the request information, the item can be requested. The patron's barcode is then added to the request form and submitted to complete the request

- VDX will then build a rota (available holdings), and the request will appear in the Idle Queue, which shows all active requests. Staff will have to manage these requests and submit them to the lender for processing

- A standard search or an advanced search can be done, if this does not generate a hit. More request information compiled can narrow down the hits. Sources can be found through Amazon, Chapters, Worldcat, etc.

- If a request does not build a rota, it will fall into the end of rota. This takes staff intervention to see why locations were not found. Staff can choose to remove them or add more locations. If unsuccessful, the request number will be submitted in the work queue through report a problem. Chinook Arch will do their own search on their advanced platforms, which may include a search outside Canada. If an item is located the staff will be notified by email if any holdings are located

- Once an item is received it will include paperwork of the request from the lender. The request number will search the item in the Work Queue, so it can be received in VDX. The item can be checked out in Polaris. On-the-Fly records can be created for non-system material

- A receipt or book band can be printed for the request. This displays the information of the request including the patron's name

- Items are checked in Polaris and VDX upon return of the loaning library. Returned material would include a report generated from the work queue

Lender

- The lender Work Queue is accessed in the same way as the borrower Work Queue

- New requests in the work queue on the lender side are items owned by the requesting library. A search in Polaris will locate the item in their collection. Staff will confirm they have the physical item before choosing "shipped" in VDX. If the item is not found on the shelf, Non-supply will be chosen as the action status

- Requests will remain in the queue for 10 days before they expire

- If there is a delay in shipping the item, the lender will choose "will supply. This will prevent the request from expiring and moving on to the next lender in the rota.   A report will then be generated with a suggested due date

- The item will be checked out in Polaris with a shipping slip

- Items are checked in Polaris and VDX when returned to the library

Sending Items Out

1. First refer to the Alberta TRAC Libraries (color coded delivery key sheet). This is a reference sheet how you should send material (gov't courier, system van run or mail)

2. The VDX Gov't Courier Locations sheet will tell you how to return VDX items back to the lender.

3. Use the Canada Post Shipping Tool for mailing items. Include a return label for items returning from the lender.

TAL Online Procedure

My Public Library ILL Account

Please select your public library branch and enter your barcode and password to sign in.

LIBRARY

Marigold Headquarters, Marigold Library System ▾
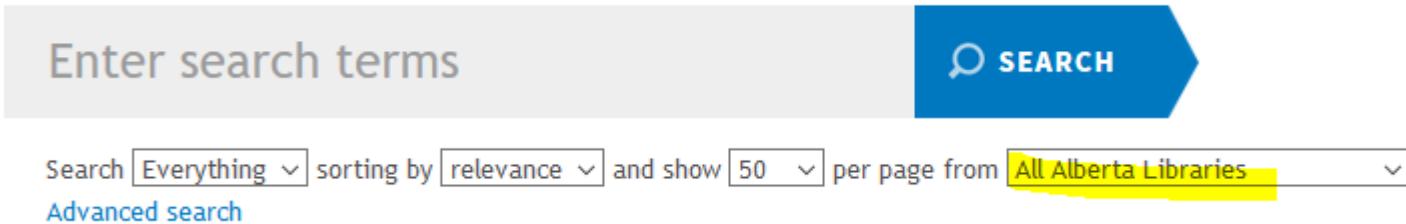
☑ REMEMBER MY LIBRARY BRANCH

BARCODE

PIN

By clicking "Sign In" you accept our Terms of Use.

SIGN IN

If your barcode has changed and you've provided a recovery email address, click here to send a recovery email.

TALonline and VDX both use z39.50 to make 'real-time' calls to a fix list of catalogues that we call targets. While they both use the same principle, the list of targets is different or they are at least grouped differently and that can affect the results. The more targets you try to search at once, the more slower the results are returned.

For example by default, TALonline searches only Alberta libraries:

The default searches in VDX can vary by library. A default search that is set to ALL [Shared] which includes all the Alberta targets that TALonline has by default, but it is also searching AMICUS and Saskatchewan Public libraries. These two extra catalogues would potentially make a big difference in what you get for results. TALonline can search AMICUS as well but it doesn't do that by default.

TALonline will never display the actual availability of an item, like VDX.
If an item is not found in TAL, continue your search in VDX. You also have the option of creating requests in VDX.

MY PUBLIC ILL ACCOUNT

Public library users are now able to set up an account with TAL Online which will allow them to place requests more easily, access the status of their requests and create and manage reading lists.

Signing into a My Public Library ILL Account:

To create an account simply click on the My Public Library ILL account link or go to:

http://talonline.ca/signin

Once at the My Public ILL Account page, select your home library and branch and enter your library barcode and pin to sign in. If you don't have an account already, one will be created. If one has not been created, you will create one when you sign in.

Please note, users will be agreeing to the TAL Online terms of service found here when signing in or creating an account:

http://talonline.ca/terms

My Public Library ILL Account Dashboard

Once signed in, you will see your My Public Library ILL Account Dashboard where you can manage your requests, curate your reading lists and update your e-mail address.

Users can log out at any time by clicking the orange "Log Out" link at the top of the screen.

Rrecovery E-mail:

Set up a recovery e-mail so that you can update your account in case you ever need to change your barcode. This will also be the e-mail that TAL Online uses to send a confirmation e-mail for item requests and cancellation requests.

READING LISTS:

You can create a reading list by clicking on the "CREATE NEW LIST" on your My Public ILL Dashboard.

Once you have created your list, you can give it a title and description. You can also make it private or public. If it is public, you can share the url for your list with anyone and they can view your reading list. If it is private, only you can see it after you have signed into TAL Online.

Once you have created your reading list, you can add any items discovered on TAL Online to your list either in the item view or the search results view.

You can also edit and add notes to your reading list once you have added items to it by clicking on the "Edit this reading list" link at the bottom of the reading list.

TAL ONLINE "BASKET"

Users are now able to add up to 5 items to a "checkout" cart when requesting items in TAL Online. They can add 5 items regardless of whether they are signed into TAL Online or not.

Before checking out, users can also save their cart as a reading list, e-mail their cart or print it off.

When a user goes to check their items, there will be a check in the background to see if the user has exceeded the number of requests they are allowed to make set by their home library or library system.

CHECKOUT LIMITS

If the user has exceeded the number of items they are allowed to checkout set by their home library or library system, TAL Online will notify the user and tell that person how many items they.

SEARCHING FOR ITEMS

To search for items in TAL Online, go to talonline.ca and enter search terms to discover the item you are looking for. You can use title, author, subject, isbn and other identifiers or keywords commonly used to discover physical items in TAL Online.

Please note, that requested through TAL Online are lent depending on their availability. Items that are newer and high demand may not be able to be fulfilled by lending libraries. For more information, please contact your home libraries interlibrary loan department.

REQUESTING ITEMS

Once you have discovered the item you wish to request, you can either click the "Request Item" link under the items title on the results screen, or find out more information about the item by clicking on the "View Details" link. While looking at the item information, users are also able to click the "Request Item" link to initiate their interlibrary loan request.
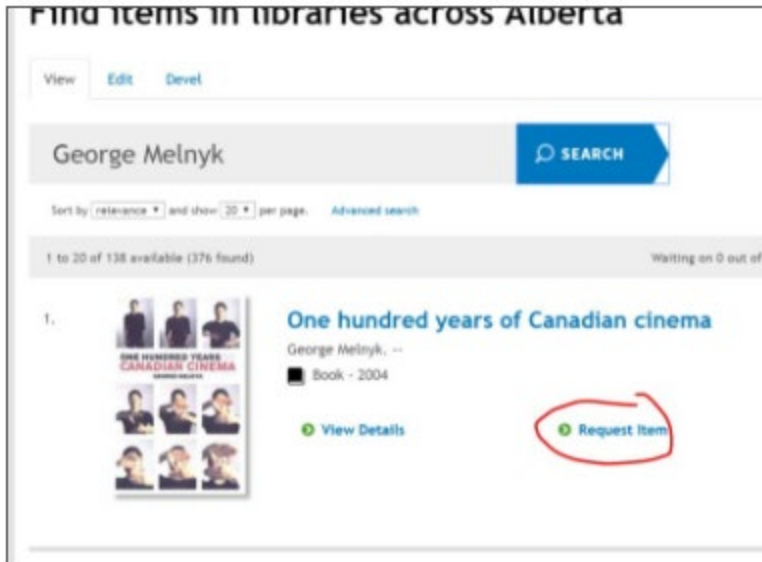
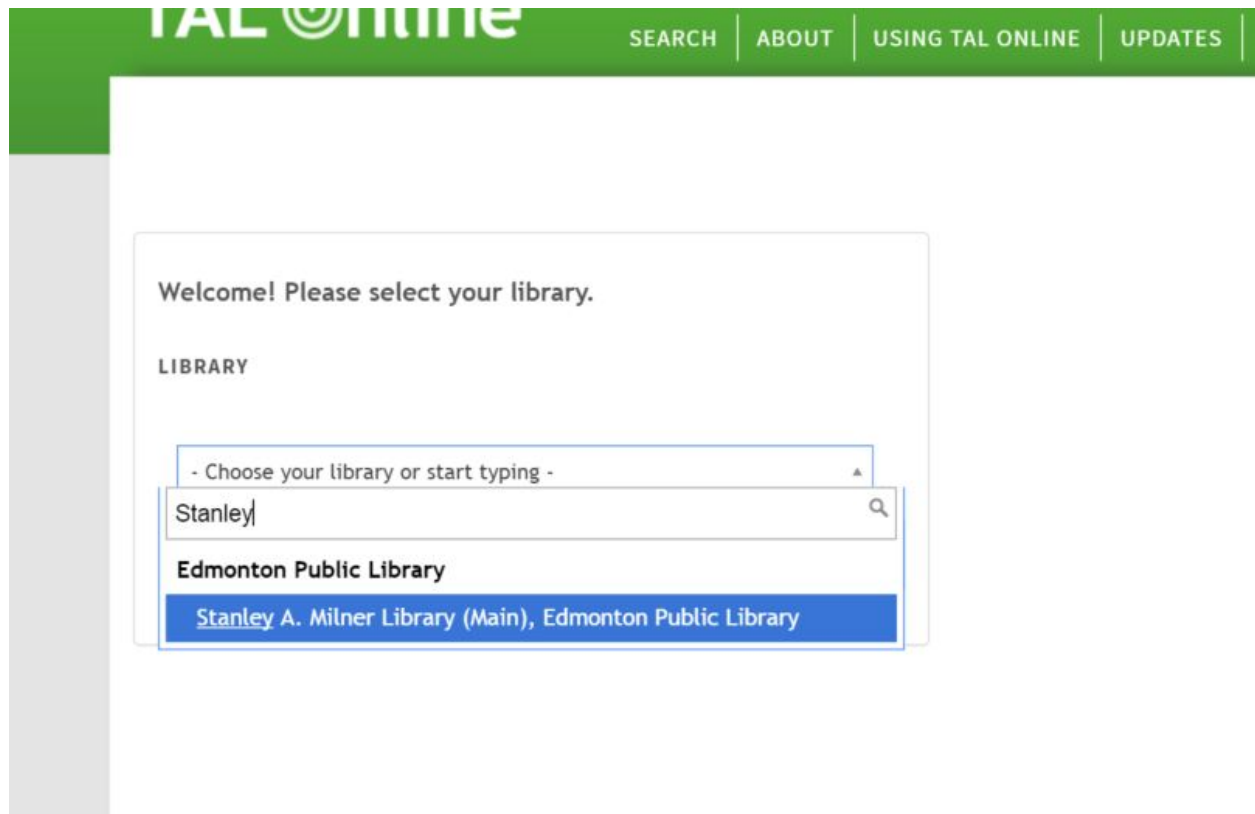# DISCOVERING AND REQUESTING ARTICLES

Users are able to discover and request articles by selecting "Articles" below the search bar. This for requesting physical copies of articles which will be sent to your home library. For more information on article fulfillment, please contact your home library's interlibrary loan department.

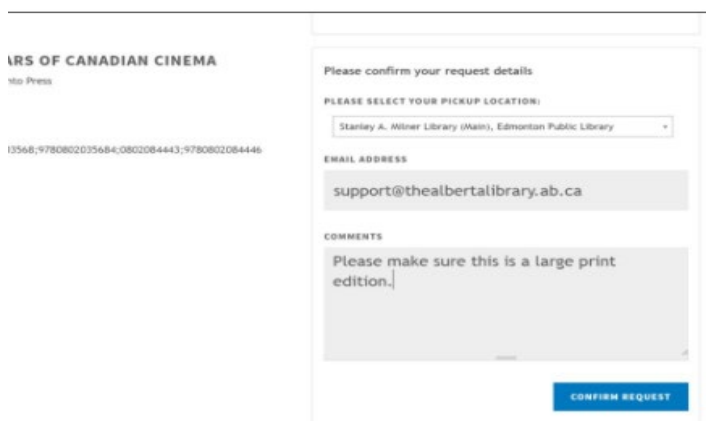

REQUIRED INFORMATION FOR REQUESTS

Public library users who initiate a request on TAL Online will need their library card and PIN number to complete their request. If there is any issue with their card, they will have to contact their home library to resolve it.

Once a user has authenticated. they are then prompted to confirm their request. They also have the option of adding an e-mail address so they can receive and e-mail confirmation as well as adding any comments to the request that may help with fulfilling it (eg. specifying the format they are requesting etc ...)

SEARCHING CANADA NATIONAL CATALOGUE LIBRARIES

Users are able to search for items held outside of Alberta by selecting the "Search Canada National Catalogue Libraries" scope under the search box. For more information about requesting items outside of Alberta, please contact your home library for more information.

Find items in libraries across Alberta

View	Edit	Devel

Enter search terms	🔍 SEARCH

Sort by relevance ▾ and show 50 ▾ per page from All Alberta Libraries ▾   Advanced search

All Alberta Libraries
All Alberta Public Libraries
All Alberta Academic Libraries
All Canada National Catalogue Libraries

MY PUBLIC ILL REQUESTS

Public Library users are able view the status of their interlibrary loan requests by going to http://talonline.ca/mypubliclibraryill. Public library users are asked to confirm their home library, barcode and pin number after which they will be able to see the status of their Interlibrary Loan requests.

One a user intitiates an interlibrary loan request using TAL Online, the request is then sent to their home library which is responsible for fulfilling the user's request. As a result any questions a user might have regarding the status of their ILL request should be directed to their home library's Inter Library Loan department.

VDX Manual for Member Libraries

Contents
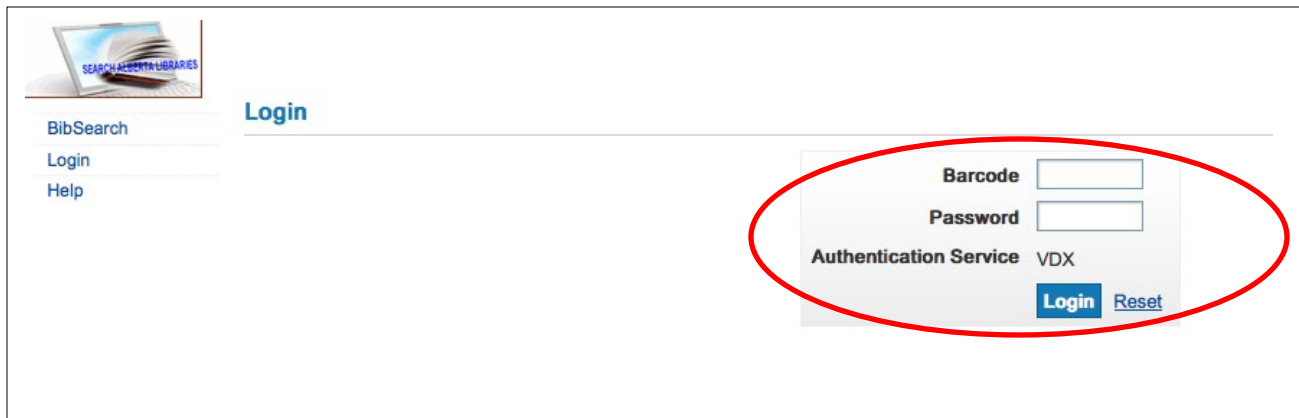
VDX Manual for Member Libraries

How to Access VDX

Getting to VDX

To access VDX, launch an internet browser (Firefox, IE, etc.). Go to: https://albertavdxhost.com/vdx/

This is the opening VDX screen:
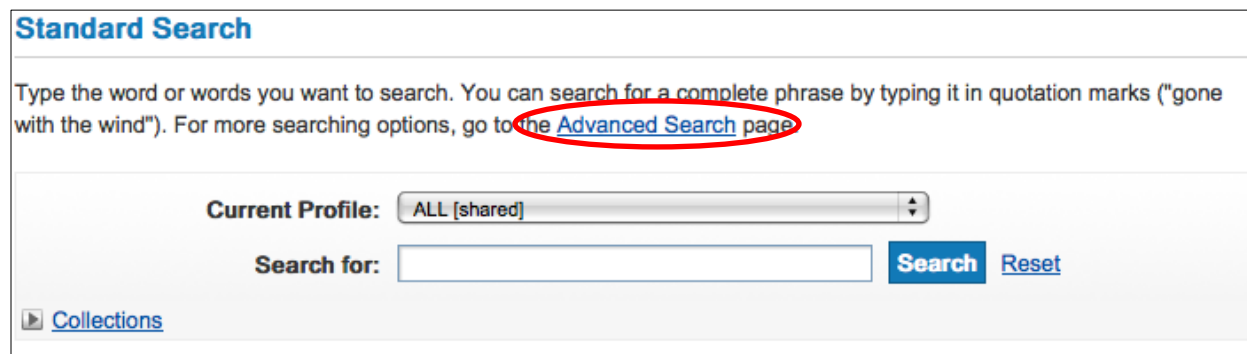
Here you enter your Barcode and Password. Your barcode is the username that you have been given by your regional library. The barcode is not case sensitive. However, the password is case sensitive. Enter is exactly as it have been given to you.

Searching VDX

To search for items to borrow in VDX click on the BibSearch link.

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This will take you to the Standard Search page (below). There you can enter your search terms. You can use title, author, ISBN or portions of a title. If you prefer, you can use the advanced search by clicking on the link in the standard search page.

You can also get to the advanced search page by using the Advanced link from the top menu bar.

The Advanced Search allows you to search a selected field, for example, Title, Author, ISBN along with other fields (ie. Title and Author)

Click on the drop down arrow to select the relevant search field. Once you have entered your search terms click the blue Search button. The Reset Form link clears the form.

Once you have run a search and found the item that you would like to request click on the Request button.

 Note: VDX displays an initial set of 10 hits from each collection search, if you don't see the item you are looking for on the first page you can find further results by clicking on the Results page links found at the top or bottom of the results.

Making an ILL Request

Once you have found a record you want to request and you have clicked the request button you will see this screen.

Leave the Authorization Status as <u>To be Authorized</u>

Next scroll down to the Patron Details

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You will need to add a patron and validate them using the Validate button. Insure that your patron has Patron Status of PATR – if not you will need to update their record -see searching for user records for more information. After you have their information in Patron Details with the Authorization status of To be Authorized hit the request button.

You will see this screen

New Request

Request Result

Your request has been successfully submitted.

The system has assigned the ILL number **914345** to the request.

Use the Requests option to track the status of this request.

Request Details

-- LOAN Request -- 27 Nov 2012 --

Request Number:	914345
Title:	Atomic ranch
Author:	Gringeri-Brown, Michelle;Brown, Jim (James Scott), 1951-
Date of publication:	2012.

VDX will build a rota and the request will appear later in your Work Queue in the Idle queue.

Remember: To be Authorized + Patron Status of PATR = VDX auto built Rota. Remember this saying in mind you will be able to easily request items through VDX.

The Work Queue

The **Work Queue** gives you a quick view of all your active requests, both as borrower and as lender. It is the main tool within **VDX** for managing your requests.

To access the Work Queue click the **Work Queue** button on the menu bar at the left of the screen
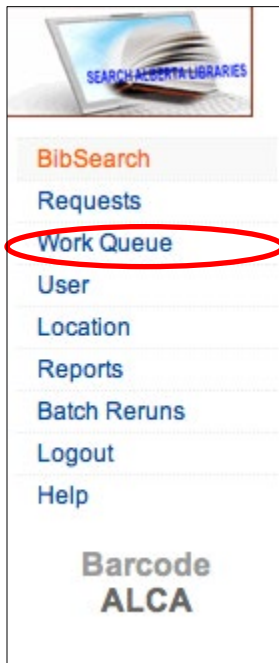
Or, if you are in the Requests domain from the link at the top of the screen:

VDX Manual for Member Libraries
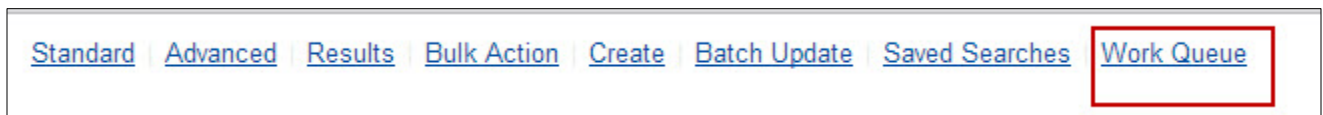
The Work Queue screen will be displayed:

Work Queue

Edit Work Queue

Borrower		Lender	
Status	**Count**	**Status**	**Count**
Idle / Check Manual	10	New Requests	1
Idle / Auth Manual	2	New Requests Expiring Today	0
Pending > 2 weeks	67		
Pending	72		
End of rota	78		
Terminated	0		
Informed Will Supply	0	Will Supply	0
Conditional	0	Conditional	0
Cancel Pending	0	Cancel Requested	0
New Notes	0	New Notes	0
Shipped	61	Shipped	0
Shipped > 2 weeks	58		
Received	208		
Renew Pending	0	Renewal Requested	0
Overdue	1	Overdue Today	0
		Overdue > 4 weeks	0
Recalled	0	Recalled	0
Returned	227	Returned	0
Circulation Queue	0	Circulation Queue	0
Reports		**Reports**	
Received List	87	Pick List	1
Received Bookband	87	Shipping List	0
Returned List	227	Shipping Bookband	0

Version: VDX 6.3 (Build 243) [VDXTEST02]   Lethbridge Public Library   © Copyright OCLC 2010.   OCL

The Borrower Work Queue

Most requests you send to lending libraries will have their status updated automatically as the lender takes Actions to update the request on their side. You may also need to manually update the status of some requests about which you have received emails from non **VDX** lenders who do not have an automated ILL system.

The Borrower side of the work queue shows the requests you may need to manage as the borrowing library.

Borrower Work Queue Statuses

You will probably want to **check the Work Queue at least once a day** and take action on each request which is at a status requiring action. The work queue categories are:

Idle, Check Manual – these are requests which need staff intervention before they can be sent out to the first responder. Common reasons for the Check Manual authorization status are: request is a duplicate, rota is empty (no locations could be found), or that the request is held locally. Look at the request history to find the reason the request needs staff review.

Idle, Auth Manual – these are requests which have not yet been authorized and have therefore not yet been sent to potential lenders. You need to perform the Request action and set the authorization status to 'Authorized' to send them to the first responding library on the rota.

Pending > 2 weeks – you may wish to check the history of these requests to see why they are taking so long to satisfy. If a request has been with the same lender for a long time, you may want to contact the lender for more information.

Pending – These are requests that have been sent to a lender but have not yet been shipped or rejected.   This queue includes all the requests in the Pending > 2 weeks queue

End of rota – these are requests where every library on the rota has either declined to lend or not responded to the request, allowing it to expire. You need to add locations to the rota for these requests, or complete the request.

Terminated – Requests that are no longer needed. A request will stay in this category until the current lender agrees to the cancellation of the request.

Informed Will Supply– Requests sent to lenders who do not use an automated ILL system. When the borrowing library gets notification outside of VDX that the item will be shipped, the Informed Will Supply action can be performed manually.

Conditional – The lender is stipulating a condition on the loan of this material. You must respond with a Yes or No reply indicating if you are willing to comply with the condition.

Cancel Pending – Requests that have been cancelled from the current lender and are waiting for approval of the cancellation.

You should check any **New Notes** which are flagged in the Borrower Work Queue. A request will be counted in "New Notes" when the lender has sent a note that does not update the request status.

Shipped – The lender has sent VDX a notification that the item has been shipped. Requests in this category are candidates for the Received action.

Shipped > 2 weeks – These are requests that may be lost in the post. The lender notified VDX more than 2 weeks earlier that the item had been shipped and you have not yet indicated that you have received it. You may need to contact the lending library to let them know the situation.

Received – Requests which you have acknowledged have been received in your library. Requests in this category are candidates for the Returned action.

Renew Pending – Requests for which you have asked the lender for a renewal. The renewal has not yet been granted.

Overdue – requests on loan to your library which are past their due date for return - these should be returned or renewed as soon as possible.

Recalled – requests on loan to your library which have been recalled by the lending library - these should be returned as soon as possible.

Returned – requests which you have returned to the lending library. The lending library has not yet sent confirmation that they have "Checked In" the item back into their collection.

Circulation Queue – This queue is not functional right now, so you can take it off your work queue via the Edit Work Queue link at the top of your Work Queue page.

Idle Requests – Sending requests to lenders

Before a request can be sent to potential responders, it must be **Authorized**.

To authorize a single request, you can either retrieve the request from the Idle/Auth Manual or Idle/Check Manual section of the Borrower Work Queue or from a Request search.

Idle, Auth Manual Queue

From the brief results select the action 'Request' and click the Action button.
This opens the request up in edit mode and it can now be modified and authorized.

You will note that the Authorization Status is now set to **'Authorized'**.

VDX Manual for Member Libraries

You may want to review the rota before authorizing the request

See the section on "What to do if VDX didn't build a rota" for more instructions on this.

If your request was not automatically processed because the item was found locally, you should place a hold in your ILS instead of requesting the item through interlibrary loans. If you decide to send the request—if your local copy is "missing" or in "repair", remember to remove the location(s) from the rota that represent your local location(s) before authorizing the request.

When the request is ready to be sent to a lender, click the **Request** button.

A confirmation screen is displayed showing whether the action was successful:

Your request now has a status of **Pending** and will be sent to the first responder on the rota.

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From the action message, you can click <u>Go to next request in the results set</u> to continue authorizing requests.

When you encounter a request that should not be authorized, you can Complete it to remove it from your work queue.

Idle, Check Manual Queue

These are requests which need staff intervention before they can be sent out to the first responder. Common reasons for the Check Manual authorization status are: request is a duplicate, rota is empty (no locations could be found), or that the request is held locally. Look at the request history to find the reason the request needs staff review.

Here are some common messages and what to do about them

- *Local location on rota* – VDX has found a copy in your local library system. Place a hold instead of sending the ILL request.
- *Item not located, rota is empty* – VDX couldn't build a rota. Either do a manual bib search to find lenders or ask your node for help. Also check the section below called, "Why Didn't VDX Build a Rota?"
- *Request is a duplicate* – check to see if there is already a request for this item for the same patron, and if so, complete the 2nd request in the Idle Check Manual queue

Why Didn't VDX Build a Rota?

1. Your patron is "unidentified". If your patron is in good standing, update his or her user category to "Patron", then re-request the item using "to be authorized" to get VDX to build a rota.

2. VDX can't find any lenders. Try re-requesting the item using "To be authorized"; if VDX still can't build a rota for you, ask your node for help in find lenders.

3. VDX has found lenders but can't see any available holdings. Sometimes there are lots of libraries that own an item, but all the copies are on loan! If you think this is the case, you can let the request sit in Idle for a few more days, then request + "to be authorized" to see if VDX can build a rota yet. If the item seems too popular, complete the request and let your patron know the ILL request cannot be supplied.

Receive Requested Items

On receipt of an item you should change the status of the request to Received.

You may retrieve the item from an ILL request search if you know the request number, or from the Shipped or Pending section of the Borrower Work Queue. If you have a number of items to receive, it may be advisable to work from the work queue.

From the request results, you can select the action Received document and click on the Action button.

When you choose the Received action, you can complete the local due date on the form. You may modify it, if needed. You can also enter a Public note which will be sent to the lender or Private Note for your staff use only.

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ILL Request

Action: Received

Receive Reset

Receiving from	CDL Requester
Our Number	4550
Status	Shipped
Title	Code blue
Author	Fisher, Nancy.
Service Type 1	Loan
Shipped Service Type	Loan ▾
Number of Items	1
Received Date	25 Oct 2012 📅 (e.g. dd/mm/yyyy)
Due Date	21 Nov 2012
Local Due Date	21 Nov 2012 📅 (e.g. dd/mm/yyyy)
Local Item Barcode	
Patron Name	California Digital Library Responder
Public Note	
Private Note	

Receive Reset

When items have been received they appear in the Received List report, available from the Borrower Work Queue. This report can be inserted into the item and placed on a shelf for the patron. It can also be used to notify the patron by telephone.

Reports	
Received List	2
Returned List	0

The report is in PDF format. It can only be printed once from the Work Queue but can later be printed again if necessary by going to the Reports area of **VDX** and selecting Batch Reruns or by selecting the report type in the request details.

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VDX Manual for Member Libraries

**Patron California Digital Library Responder
Name:**

Phone:

Email: **Pickup Location:**

Request 4550   **Due Date:** 21-NOV-2012
No.:

**Item
Barcode:**

Title: Code blue

ISBN/ISSN: 0451197674

It can take a couple minutes for a change of status to take effect in **VDX** so be patient if a request's status does not appear to update immediately.

Return Items to the Supplying Library

Items in the Received section of the Borrower Work Queue are on loan to borrowers at your library and need to have the 'Returned' action taken when they are ready to be returned to the supplying library. This will send a message to the Lending library that the item is being returned.

When you choose the Returned action, you will see this screen:

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The Return Date defaults to today's date but can be changed if required.

Each item which is returned is added to the Returned List report which can be printed from the Borrower Work Queue in the same way as the Received List described above.

This report can be inserted in the book when returning it to the lending library. The report is in PDF format. It can only be printed once from the Work Queue but can later be printed again if necessary by going to the Reports area of **VDX** and selecting Batch Reruns or by selecting the report type in the request details.

DO NOT REMOVE SLIP FROM ITEM
RETURN SLIP
25-OCT-2012

Return To:
Delivery Point: **Responding Library:**

           CDL Requester   CDL Requester
     ID: CDLQ   **ID:** CDLQ
   Address: **Address:**
       Phone: **Phone:**

Return From:
Requesting Library:

           CDL Responder
     ID: CDLR
   Address:
       Phone:
Responder Req. 4607
       No.:

Item Information:
  Requester Req. 4560
       No.:
         Title: The prince.
  Item Barcode:
  Items Shipped:

_____

Send to:

DO NOT REMOVE SLIP FROM ITEM

End of Rota Requests

If the current potential lending library chooses the action Answer Nonsupply, then your request will automatically be forwarded to the next library on the rota. When no library in the rota is able to satisfy the request, you will find the request in the End of Rota section of the Work Queue.

Borrower	
Status	**Count**
Idle	11
Idle / Check Manual	6
Idle / Auth Manual	6
Pending > 2 weeks	4
Pending	4
End of rota	7
Terminated	0

There are 2 things you can do with End of Rota requests:

- Complete them to remove them from the Work Queue
- Add more locations and send the request on.

To complete the request, perform a Complete action.

4413 ** CDL Responder

Homer

Steiner, George, 1929- ed.;Fagles, Robert, ed.

Status: **Idle**   *Authorisation:* **Check Manual**   *Last Action:* **REQUEST**   *Rota:* **0 of 0**

Complete ▾ Action   Details   Mark as Read   Print

You can add a private note if needed and then click the Complete button:

To add more locations to a request's rota and 'bring it back to life' after it has reached End of Rota, select the Request action and click the **Action** button.

VDX Manual for Member Libraries

You should then go to the Rota Details section of the ILL Request screen and add new locations to the rota. The locations to which the request has already been sent will be shown, but will be faint.

After adding more locations, click the **Request** button to send the request to the first location in your new rota.

Note – you may have to do a bib search to find more lenders, or ask your node for help to find more lenders.

Cancel a request

The Cancel action should be used *only* to cancel the request with the current responder location and move onto the next location in the rota. Use Terminate Request (see next section) to cancel the entire request.

Select Cancel from the list of available actions and click the Action button.

ILL Request

Action: Cancel

Cancel Reset

Our Number	4494
Status	Pending
Title	The jester
Author	Patterson, James, 1947-;Gross, Andrew.
Public Note	
Private Note	

Cancel Reset

You may send a message to the current responder with information about the cancellation. When you are ready to cancel the transaction with the current responder, click on the Cancel button.

If the lending library is another **Alberta public library**, the request will move from a status of Pending to one of Cancel Pending, waiting for the lending library to acknowledge the cancellation.

 If the responding library is a non-VDX user, the request will be cancelled immediately.

The request will move on to the next location in the rota and become Pending. If there are no more locations on the rota, the request will be in the End of Rota queue and can be completed.

Terminate a request

You can terminate a request if the request has not been received. Terminating a request cancels the request with the current responder and does not forward the request the next location on the rota.

Retrieve the item to be terminated from request searches or work queue. Select the Terminate Request action and click on the Action button.

The Terminate Request screen will display, allowing you to add a private note about the cancellation.

Once you click Terminate, a cancellation message will be sent to the current lender. Depending on the protocol being used to correspond with the lender, you may have to wait for confirmation of the cancellation before the request is terminated.

VDX Manual for Member Libraries

Complete a request

Requests which will not be progressed any further can be removed from the Work Queue by performing the **Complete** action. There are other reasons that requests can be completed, such as Idle requests that you have decided should not be sent to any responder because it is a duplicate or because it can be supplied locally. You can complete any request that you are certain has reached the end of its lifecycle or that is not pending with a lender (i.e. requests in Idle and End of Rota).

⚠️ You should not complete requests if they are at a status of Pending as the lending library may still supply the item – requests should only be completed if you are sure no further action will be taken on them.

Complete requests by using the Complete action from the list of available actions.

☐ 4401 ** CDL Responder
Homer
Bloom, Harold. | ISBN: 0791059383
Status: **Idle**   *Authorisation:* **Un-Authorised**   *Last Action:* **REQUEST**   *Rota:* **0** of **0**

[Complete ▼] [Action]

When the Complete screen displays, add a private note if needed and press the Complete button:

Action: Complete

	[**Complete**] Reset
Request Details	
Our Number	4401
Status	Idle
Title	Homer
Author	Bloom, Harold.
Patron Name	California Digital Library Responder
Patron Email address	
Service Details	
Service Type 1	Loan
Notes	
Private Note	

[**Complete**] Reset

Renew a requested item

If you want to renew the loan on a requested item which you have received in **VDX** you should retrieve the request and perform the Renew action on it

You will be presented with a screen where you can enter the new desired due date.

The request will appear in the Renew Pending section of the Borrower Work Queue

If the lender agrees to the renewal, the request will return to the Received section of the Borrower Work Queue with a new Due Date.

VDX Manual for Member Libraries

Informed Shipped and Informed Not Supplied

If a lending library which does not use **VDX** or a compatible system informs you by email or phone that they are supplying a request, you need to update the record in **VDX** to stop the request from expiring and moving on in the rota.

Access the correct record from the Work Queue or by searching for it.

Select **"Informed Shipped"** then click the **Action** button.

Similarly, if a lending library which does not use **VDX** or a compatible system has informed you that they are not supplying the item, you should take the **Informed Not Supplied** action on the request. This will move the request on to the next location in its rota.

How to send a Note

You may sometimes wish to send a message to the lending library, without updating the status of the request.

To do this, choose the Send Public Note action for the request:

Type your note in the Public Note box, and click **Send**.

The responding library will see the message appear in their Lender Work Queue.

The same procedure can be used to add a private note to the request by selecting the **Add Private Note** action.

You may also need to send information to your patron concerning the request. This is done via an email message to the email address in the request.

Search for and display the appropriate request. Select the **Send User Alert** action and click the Action button.

You will be presented with a screen containing request details and allowing you to enter the patron note. When you have completed the note, click on the Send button.

Note – "Send User Alert" only works if the patron has an email address in his or her user record.
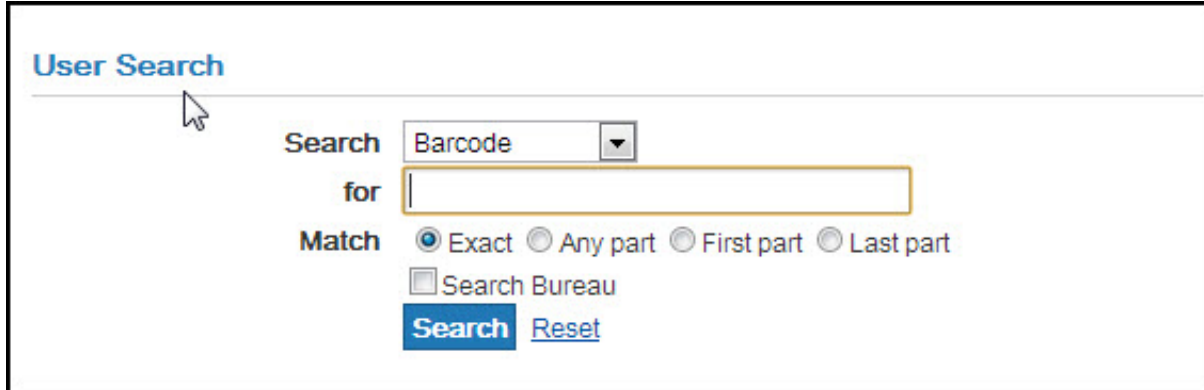
Searching for User Records

Click the **User** button in the left-hand menu bar to display the User Search screen:

Enter your patron's barcode, or select another option from the dropdown list.

NOTE – barcodes need your region's prefix in front of them if you do an "exact" search (e.g. ALCA-218170023000000). Otherwise, you can type in the barcode without the prefix, and select "Any part" or "last part".

Select the appropriate radio button from the **Match** menu:

Exact	Retrieves records matching your search terms exactly, but is not case sensitive.
Any part	Retrieves matches including your search term in any part of the string.
First part	Retrieves matches including your search term at the beginning of the string.
Last part	Retrieves matches including your search term at the end of the string.

Click on the **Search**. Your user record will be displayed.

Create new users

From the Users menu, select Create.

VDX Manual for Member Libraries

You can then enter the user information you need for request management. **VDX** requires a barcode, First and Surname, location and category. Addresses can be added once the user record is saved.

Quick Reference Guide for VDX

ACCESSING VDX

https://alberta.vdxhost.com/vdx/

- ➢ **USE ONLY THE FIREFOX BROWSER FOR VDX**
- ➢ Choose LOGIN -Enter your library code ex. **asmls** (lower case) in the **BARCODE** and **PASSWORD** field

SEARCHING FOR AN ITEM

This takes you to **ILL REQUEST SEARCH**
Under **OTHER FIELDS** enter the **REQUEST ID NUMBER**

PATRON BARCODE INFORMATION

Please contact Direct Services for patron profile status.

CREATING A PATRON

- On left column of page Click **USER**, and **CREATE** at top of page
- Enter **ASMLS-barcode**
- Uncheck **UPDATE PASSWORD**
- Fill out **FIRST NAME**, **LAST NAME** and **EMAIL**
- Choose Default Pickup Location and click **SAVE**

CREATING A REQUEST

- Click **REQUEST** and **CREATE** (top of page)
- Choose the format (eg. book, DVD) and fill out the information provided. You can go online to retrieve more information if needed. (ISBN is required to build a rota)
- Paste the patron's barcode under **PATRON DETAILS** click **VALIDATE**
  Make sure your pick-up location is correct and click **REQUEST**. The request will show up in Idle. Click **DETAILS** and review your request before submitting

REQUESTING AN ITEM

SEARCH THE ITEM IN TRAC AND TAL BEFORE REQUESTING IN VDX

- Click **BIBSEARCH** on the lefthand side of screen
- Gather as much information as you can for the request
- Beside **CURRENT PROFILES**, choose **ALL ALBERTA LIBRARIES** from the drop down menu, click **SEARCH** (you may search individual locations)
- VDX will display the hits on the screen. Choose the best result to request and availability of item. Click **REQUEST**
- Copy patron barcode from Polaris
- Continue down the page to **PATRON DETAILS**, enter patron barcode (only), keep **Marigold Library System** as authentication, and click **VALIDATE**
- At bottom of page under **DELIVERY DETAILS**, you can choose the delivery method of your library, then click **REQUEST**
- A confirmation message will indicate that your request has been successfully submitted
- Print and file this information for your records.
- The request will then flow into your work queue and will appear under **IDLE CHECK MANUAL/IDLE AUTH MANUAL**
- Open up the request by clicking **DETAILS**
- Make sure there is a lender in the rota and click **ACTION** and **REQUEST**

CREATING A SEARCH

- Click the **REQUESTS** and **CREATE**. Enter all the information under **ITEM DETAILS**
- Enter patron **BARCODE** and click **VALIDATE** and **REQUEST**
- Requests will then flow straight into **IDLE** on the **BORROWER** side**.** TAL requests will also appear here
- If a lender is not found the request will appear in the **END OF ROTA** on the **BORROWER** side
- Click REPORT A PROBLEM on the left side of the page, in the message box enter the Request ID # and briefly state the issue. Enter contact information and **SUBMIT.** You will recieve an email on the status of the request

REQUESTING AND CIRCULATING THE ITEM

- Once you have the item from the lender, **RECEIVE** the item in **VDX**
- This is done by selecting **REQUESTS** from left side of Work Queue, enter **RESPONDER REQUEST NUMBER, ISBN, TITLE OR AUTHOR.** Once you have found the title, select **RECEIVED** from the drop-down menu, click **ACTION**, another page will appear, where you will put in the lender's due date and enter the book's barcode, then press **RECEIVE**
- Now you can check out the book to the patron in **Polaris** (Refer to **ON THE FLY** procedure)

RETURNING THE ITEM

- Refer to the **ALBERTA TRAC LIBRARIES COLOR-CODED SHEET** and **VDX GOV'T COURIER SHEET** for returning and shipping items
- Select **REQUESTS** from left side of **Work Queue**, enter the Request number from paperwork. This will open the request
- Select **RETURNED** from the drop-down menu, click **ACTION**, choose how you are returning the item, click **SUBMIT**
- *The Lender changes the status to Checked In*
- Go to Work Queue, scroll down to Returned List on the **BORROWER** side and print 2 copies. Keep one copy in a file for your records
- Include one copy in the book and return item to lender (use any enclosed return labels that lender has included)

LENDING AN ITEM OUTSIDE OF TRAC
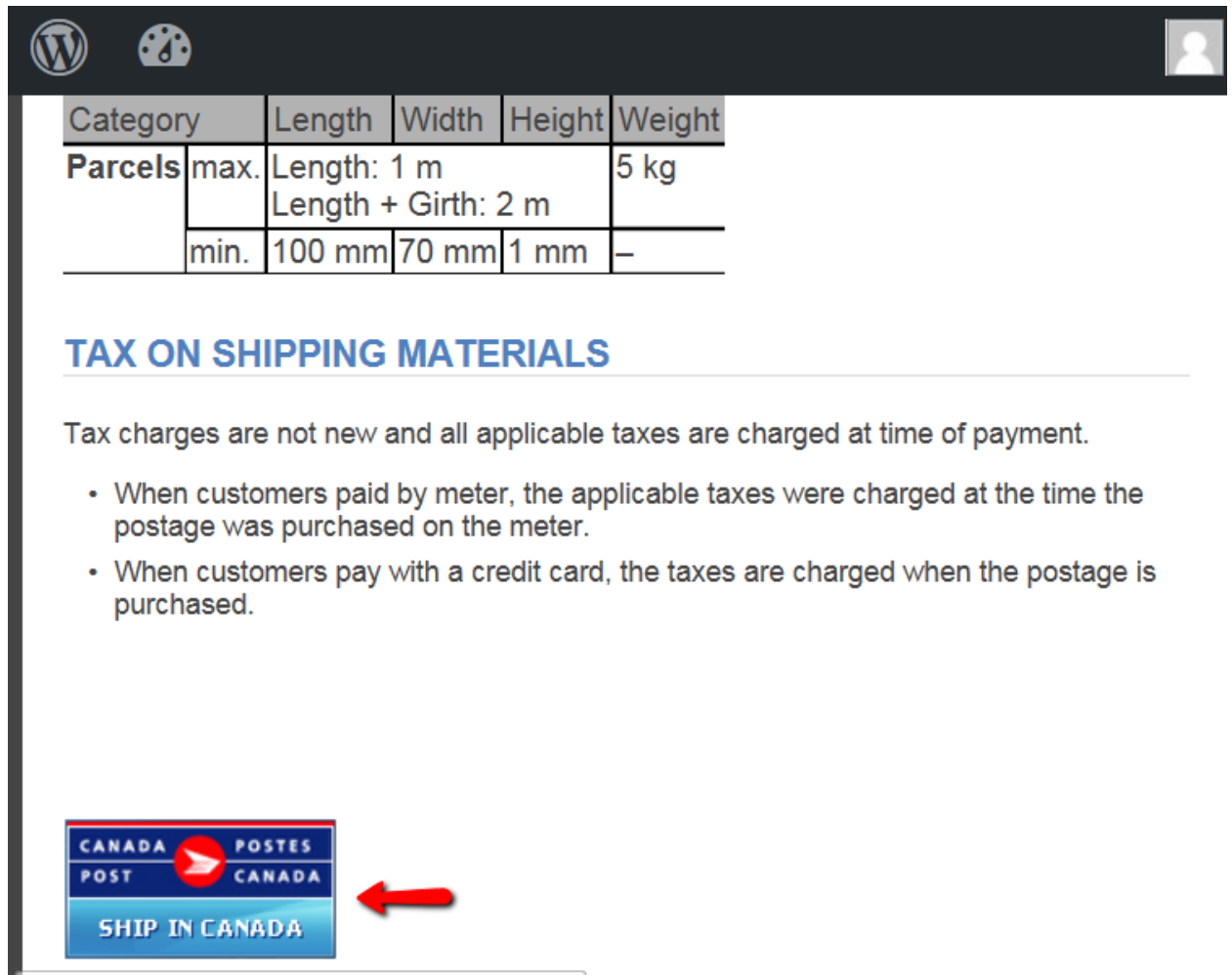
- These requests will be on **LENDER** side in the Work Queue. Before you answer **SHIPPED**, make sure you have the item on your shelf first.
- Click **ACTION** beside **SHIPPED**, select the due date and click **SHIP**
- Go to **WORK QUEUE** - Scroll down to **SHIPPING LIST** on the **LENDER** side and print 2 copies
- Include one copy in the book, and one for filing
- Check out the item to the lender in Polaris (double check the address). Remember to reset the due date if needed
- Use the **SHIPPING TOOL** to mail item. **(REMEMBER TO INCLUDE RETURN LABEL)**

RECEIVING THE ITEM BACK

- In Polaris or Leap, check in the item(s)
- Go into **VDX**
- Select **REQUESTS** from left side of **WORK QUEUE**, enter the request ID number on the paperwork
- Click **SEARCH** to open the request
- **CHECKED IN** will be in the box, click **ACTION**

Shipping Tool Procedure

➢ Go to -> http://libraryshippingtool.ca/en/canada-post-tool/
➢ Click **Ship in Canada**

➢ Click **Retrieve from Address Book** to search locations. This will populate into the fields.

- ➢ Enter the **Weight** in kg (use scale). "Document" can only be used for flat letter mail.
- ➢ Enter the dimensions for parcels. (Length x Width x Height). Use a ruler to measure in cm.   There is a minimum of 10 cm x 7 cm x .1 cm

- ➢ Service should say **Library Books**.
- ➢ Method of Payment drop-down menu choose **Stamps**.
- ➢ Click **Print Label**.

From		Retrieve from Address Book	?	To		Retrieve from Address Book	?
				? *Name AE - Edmonton Public Library			
? *Name Marigold Library System				Title/Dept./Company Interlibrary Loans			
*Address 710- 2nd Street				*Address 7 Sir Winston Churchill Squar			
*City Strathmore	*Prov. Alberta			*City Edmonton	*Prov. Alberta		
	*Postal Code T1P1K4	Search			*Postal Code T5J2V4	Search	

Shipment Information

*Weight 1.00 kg * ☐ Document ? *Length 30 *Width 25 *Height 5 cm

Service / Options

*Service Library Materials ▾

Request Delivery Updates by email [_____] ? Modify

Reference Number [_____] ?

Payment Information

*Method of Payment Stamps ▾ ?

Preview Order

Base:
Automation Discount:
Fees:
GST:
HST:
PST:
Total:

Promo Code [_____] ?

Calculate ?

Complete Order

Clear ?

Print Label ?

"*" Denotes required fields   Click here to view current orders.

Table 1: Library Materials size and weight

Category		Length	Width	Height	Weight
Parcels	max.	Length: 1 m Length + Girth: 2 m			5 kg
	min.	100 mm	70 mm	1 mm	–

- ➢ Click **OK** to print label.
- ➢ Choose **Generate Return Label**.

From — Retrieve from Address Book

*Name: Marigold Library System
*Address: 710- 2nd Street
*City: Strathmore
*Prov.: Alberta
*Postal Code: T1P1K4   Search

To — Retrieve from Address Book

*Name: AE - Edmonton Public Library
Title/Dept./Company: Interlibrary Loans
*Address: 7 Sir Winston Churchill Squar
*City: Edmonton
*Prov.: Alberta
*Postal Code: T5J2V4   Search

Shipment Information

*Weight: 1.00 kg   ☐ Document   *Length: 30   *Width: 25   *Height: 5   cm

Service / Options

*Service: Library Materials

Request Delivery Updates by email   Modify
Reference Number

Payment Information

*Method of Payment: Stamps

Preview Order

Base:
Automation Discount:
Fees:
GST:
HST:
PST:
Total:

Promo Code
Calculate

Complete Order

Clear
Print Label

"*" Denotes required fields

Click here to view current orders.

Declared weight is subject to verification based on the application of the cubing (measurements and weight calculations) mechanism. In all cases the greater of the actual weight or the cubed weight shall determine the actual price, including, where appropriate, any applicable surcharges in respect of excess size and/or weight. Such surcharges will be calculated and applied in accordance with your Distribution services agreement.

On-The-Fly Records (OTF)

Create an On-the-fly (OTF) item at checkout

On-the-fly (OTF) records can be created to check out barcoded items that are not catalogued.

If you scan an unrecognized barcode using the Check Out workform, Polaris will prompt you to create an On-the-fly record. If this occurs, scan the barcode a second time to ensure the barcode is read correctly.

If an OTF record is still required, select "Yes" to continue.
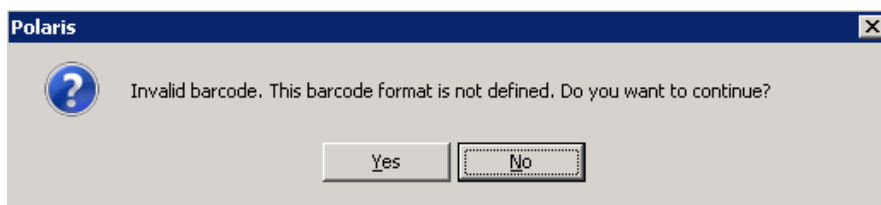
Then select "Yes" again to create the record.
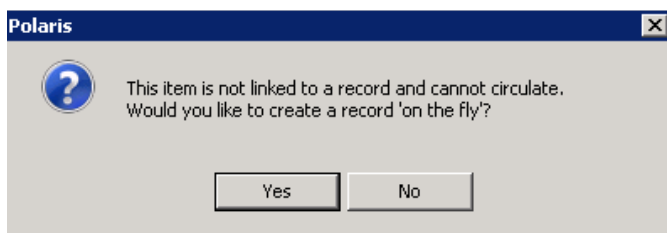
The Brief Item Entry box will then appear and you may enter the bibliographic information required.

Please Note: There are two different scenarios in which you may be required to create an OTF record:

- to circulate a locally owned item that has an unrecognized barcode.
- to circulate an inter-library loan item from outside TRAC (ie: VDX items).

Please use one of the following procedures to create the OTF record….

For locally owned items, follow this procedure:

Type in the title as it appears on the item.

Type in the author's name if applicable (Lastname, Firstname).

For example: "Steel, Danielle"

Use the "Free text block" to indicate what action to take when the book is checked back in.

For example: "Send to MLS HQ to be catalogued."

Brief Item Entry

Item Information

Barcode: 723812319923

Title: Title

Author: Author's Name

Call number: Call Number

Free text block: Send to Marigold HQ (ASMLS) to be catalogued

☑ Set OTF Block

Circulation Setup

Material type: Book

Loan period: 21 days

Fine code: Book

OK   Cancel

Type in the call number of the item.
For example: "F GRI" or "856.23"

Choose the appropriate Material type, Loan period and Fine code from the drop-down menus.

When you have finished filling in all necessary fields in the workform, click "OK".

For VDX inter-library loan items, follow this procedure:

Type in ILL and then the title as it appears on the item.

Type in the author's name if applicable. *Lastname, Firstname*

For example: "Steel, Danielle"

Type in *"Return through VDX"* in the "Free text block" field.

Type in ILL and then the call number of the item. *For example: "F GRI" or "856.23"*

Choose "Inter-library Loan" from the Material type and Fine code drop-down menus (this should be selected by default).

Brief Item Entry

Item Information

Barcode: 025211223574

Title: ILL Title

Author: Author's Name

Call number: ILL Call Number

Free text block: Return through VDX

☑ Set OTF Block

Circulation Setup

Material type: Interlibrary Loan

Loan period: 21 days

Fine code: Interlibrary Loan

OK   Cancel

Note:
It does not matter which loan period you select because, after creating the OTF record, you must then go into the patron's list of Items Out in their patron account and **adjust the due date** to match the due date on the bottom of the shipping slip that came with the item from the lending library.

When you have finished filling in all necessary fields in the workform, click "OK".

OTF records do not disappear on check in. The record will remain attached to that barcode until it is deleted by Headquarters staff (this will be done weekly for items with a status of checked in). Barcodes are reusable.

Alberta TRAC Libraries

KEY:								
Yellowhead System			**Northern Lights System**			**Peace Library System**		
			Marigold System					
	G	Gov't Courier		M	Mail		S	System Van Run
AA	S	Andrew Municipal Library	AFD	G	Bib Dentinger (Falher)	APRM	G	Peace River
AABM	S	AB Beach Public	AFL	M	Flatbush	APRPLS	G	Peace Library System
AAF	S	Alder Flats Public	AFV	G	Fairview L	APV	S	Paradise Valley - Three Cities
AAIM	S	Airdrie Public	AGC	G	Grande Cache	ARAD	S	Radway
AAM	S	Acme Munic	AGCM	G	Cold Lake: includes ACLM, AME	AREP	S	Red Earth
AAS	S	Ashmont PL	AGI	S	Gibbons	ARED	S	Redwater
AATH	G	Athabasca - Alice Donahue	AGM	S	Gleichen	ARLM	M	Rainbow Lake
AAVA	S	Acadia Valley	AGP	G	Grande Prairie	ARM	S	Rockyford
AB	S	Banff	AGRAS	S	Grassland S	AROC	S	Rochester
ABAR	S	Beaverlodge	AGWM	G	Grimshaw	ARYM	S	Rycroft
ABARR	G	Barrhead PL	AH	G	Hinton	ARUM	S	Rumsey
To YRL HQ	S	Barrhead School Library	AHCM	S	Hines Creek	ARV	S	Rich Valley
ABC	M	Brownvale L	AHL	G	High Level	ARY	S	McPherson L - Ryley
ABCBC	M	Bear Point L	AHM	S	Hanna	ASANS	S	Sangudo
ABDSRC	S	Sheep River - Blk Dmnd	AHOM	S	Holden	ASRSM	S	Savanna
ABEAM	S	Bib de Beaumont	AHPM	G	High Prairie	ASB	S	Seba Beach
ABEM	S	Beiseker	AHRM	S	High River	ASG	G	Spruce Grove
ABM	G	Bonnyville	AHUM	S	Hussar	ASGY	G	Yellowhead HQ
ABON	S	Bonanza Municipal Library	AHYM	S	Hythe	ASH	G	Swan Hills L
ABOA	S	Bon Accord	AIP	S	Innisfree	ASIC	S	Bib de St. Isidore
ABOY	G	Boyle	AIRC	S	Irma	ASL	G	Smoky Lake
ABRC	S	Blue Ridge	AI	S	Irricana	ASLM	G	Slave Lake
ABRM	S	Breton	AJ	S	Jasper	ASM	S	Strathmore
ABRUM	S	Metro Kalyn C - Bruderheim	AJA	S	Jarvie L	ASMLS	S	Marigold HQ
ABWM	S	Berwyn	AKC	M	Keg River	ASP	G	Stony Plain
ACALM	S	Calmar	AKEC	S	Keephills	ASRM	G	Spirit River
ACAM	S	Canmore	AK	S	Kitscoty Public Library	ASSCL	M	Smith
ACARM	S	Carbon	AKM	M	Kinuso	ASSM	S	Sexsmith
ACARSE	S	Carseland	ALAAC	S	Pigeon Lake	ASTM	S	Standard
ACC	S	Cessford (Berry Creek)	ALE	G	Leduc	ASTP	G	St. Paul
ACERM	S	Cereal	ALGC	S	La Glace	ATAN	M	Tangent
ACHES	S	Chestermere	ALLB	G	Lac La Biche (Stuart MacPherson)	ATHI	S	Alice Melnyk - Two Hills
ACHM	S	Chauvin Municipal Library	ALAM	G	Lamont	ATHM	S	Three Hills
ACLM	G	Cold Lake North - send to AGCM	ALM	S	Linden	ATHOM	S	Thorhild
ACLMSC	S	Menno-Simons L	ALOM	S	Longview	ATM	S	Thorsby
ACLPL	M	Calling Lake	ALPEG	S	Edmonton Garrison	ATO	S	Tomahawk
ACOM	S	Nan Boothby Mem -Cochrane	AMA	S	Mayerthorpe	ATOF	G	Tofield
ACONM	S	Consort	AMAL	S	Mallaig	ATRM	S	Trochu
ACRM	S	Crossfield	AMAM	G	Manning	AVCM	S	Valhalla
AD	G	Devon	AMAN	S	Mannville	AVE	S	Vegreville L
ADAR	S	Darwell	AMAR	S	Marwayne	AVER	G	Vermilion L
ADC	S	DeBolt	AMC	S	Millarville	AVI	S	Vilna
ADIX	S	Dixonville	AME	G	Cold Lake 4-Wing - send to AGCM	AVIK	S	Viking
ADM	S	Delia	AMI	S	Millet	AVVM	G	Valleyview
ADRM	S	Drumheller	AMLM	G	McLennan	AW	G	Wetaskiwin
ADUF	S	Duffield	AMML	S	Mundare	AWA	S	Warburg
ADV	G	Drayton Valley	AMO	G	Morinville	AWAIC	G	Wainright
ADVR	G	Drayton Valley Rotary	AMOM	S	Morrin	AWAS	S	Anne Chorney-Waskatenau
AEAM	S	Eaglesham	AMYR	S	Myrnam	AWO	S	Woking Municipal Library
AELC	S	Elmworth	AN	S	Neerlandia	AWD	S	Worsley
AED	G	Edson	ANE	S	Newbrook	AWEM	S	Wembley
AEDG	S	Edgerton	ANJGG	S	Niton (was Greengrove)	AWES	G	Westlock
AELK	G	Elk Point	ANM	S	Nampa	AWH	G	Whitecourt
AEM	S	Empress	ANS	S	New Sarepta	AWI	S	Winfield
AENT	S	Entwistle	AO	S	Onoway L	AWILD	S	Wildwood
AEPNL	G	Northern Lights HQ	AOM	S	Okotoks	AWM	S	Wabamun
AEV	G	Evansburg	AOYM	S	Oyen	AWR	S	Wandering R.Women's Instit.
AEXC	S	Bighorn	APL	S	Plamondon	AWWA	M	Wabasca
AFA	S	Fort Assiniboine L	APPP	M	Paddle Prairie Public	AYM	S	Youngstown
AFAW	S	M Alice Frose - Fawcett						
AFCM	G	Fox Creek L			Key for Marigold member library use only.			***Updated October 11, 2018

GOVERNMENT COURIER LOCATIONS

OCT 2018

AIRDRIE
ALICE B. DONAHUE (Athabasca)
ATHABASCA (Alice B. Donahue)
BARRHEAD
BLAIRMORE (Crowsnest Community)
BONNYVILLE
BOYLE
BROOKS
CALGARY
CANMORE
CARDSTON (Jim & Mary Kearl Library)
CARMANGAY
CHESTERMERE
CLARESHOLM
COALDALE
COCHRANE
COLD LAKE
CONSORT
CROWSNEST COMMUNITY (Blairmore)
DEVON
DRAYTON VALLEY
DRUMHELLER
EDMONTON
EDSON
EVANSBURG
FAIRVIEW
FORT MCMURRAY (Wood Buffalo)
FORT SASKATCHEWAN via EPL
FORT VERMILION
GRANDE CACHE
GRANDE PRAIRIE
HANNA
HIGH LEVEL
HIGH PRAIRIE
HIGH RIVER
HINTON

JIM & MARY KEARL LIBRARY
(Cardston)
LAC LA BICHE
(Stuart MacPherson)
LAMONT
LEDUC
LETHBRIDGE
LLOYDMINSTER
MORINVILLE
OYEN
PEACE RIVER
PINCHER CREEK
RED DEER
ST. ALBERT via EPL
ST. PAUL
SMOKY LAKE
SPIRIT RIVER
SPRUCE GROVE
STONY PLAIN
STRATHCONA COUNTY via EPL
STRATHMORE
STUART MACPHERSON (Lac La Biche)
SWAN HILLS
TABER
THREE HILLS
TOFIELD
VALLEYVIEW
VERMILION
VULCAN
WAINWRIGHT
WESTLOCK
WETASKIWIN
WHITECOURT
WOOD BUFFALO REGIONAL LIBRARY
(Fort McMurray)
YOUNGSTOWN

Regional Headquarters / Nodes
CHINOOK ARCH (Lethbridge)
MARIGOLD (Strathmore)
NORTHERN LIGHTS (Elk Point)
PARKLAND (Lacombe)
PEACE (Grande Prairie)
SHORTGRASS (Medicine Hat)
YELLOWHEAD (Spruce Grove)

Universities
ATHABASCA UNIVERSITY
MOUNT ROYAL UNIVERSITY
UNIVERSITY OF CALGARY
UNIVERSITY OF LETHBRIDGE

Colleges
ALBERTA COLLEGE of ART & DESIGN
KEYANO COLLEGE
LETHBRIDGE COLLEGE
MEDICINE HAT COLLEGE
NAIT
NORQUEST COLLEGE
SAIT
OLDS COLLEGE
PRAIRIE BIBLE INSTITUTE

Special & Government
ALBERTA GOVERNMENT
LIBRARIES (All locations)
ALBERTA LEGISLATIVE LIBRARY

The following locations are NOT on the gov't courier delivery route. Send items for these locations in care of the node listed beside them.

A

Acadia	Marigold
Acme	Marigold
Alberta Beach	Yellowhead
Alice Melnyk (Two Hills)	North.Lights
Alcoma	Shortgrass
Alder Flats	Yellowhead
Alliance	Parkland
Alix	Parkland
Amisk	Parkland
Andrew	North. Lights
Arrowwood	Chinook Arch
Ashmont	North. Lights
Anne Chorney (Waskatenau)	North.Lights

B

Banff	Marigold
Barnwell	Chinook Arch
Bashaw	Parkland
Bassano	Shortgrass
Bawlf (David Knipe)	Parkland
Bear Canyon (Bear Point)	Peace
Beaumont	Yellowhead
Beaverlodge	Peace
Beiseker	Marigold
Bentley	Parkland
Berry Creek (Cessford)	Marigold
Berwyn	Peace
Bighorn (Exshaw)	Marigold
Big Valley	Parkland
Blackfalds	Parkland
Blue Ridge	Yellowhead
Bodo	Parkland
Bon Accord	North. Lights
Bonanza	Peace
Bow Island	Shortgrass
Bowden	Parkland
Breton	Yellowhead
Brownfield	Parkland
Brownvale	Peace
Bruderheim (Metro Kalyn)	North. Lights

C

Cadogan	Parkland
Calling Lake	Peace
Calmar	Yellowhead
Camrose	Parkland
Carbon	Marigold
Caroline	Parkland
Carseland	Marigold
Carstairs	Parkland
Castor	Parkland
Cereal	Marigold
Cessford (Berry Creek)	Marigold
Champion	Chinook Arch
Chauvin	North. Lights
Cleardale (Menno Simons)	Peace
Clive	Parkland
Coutts	Chinook Arch
Coronation	Parkland
Cremona	Parkland
Crossfield	Marigold
Czar	Parkland

D

Darwell	Yellowhead
David Knipe (Bawlf)	Parkland
Daysland	Parkland
Debolt	Peace
Delburne	Parkland
Delia	Marigold
Dentinger (Falher)	Peace
Didsbury	Parkland
Dixonville	Peace
Donalda	Parkland
Duchess	Shortgrass
Duffield	Yellowhead

E

Eaglesham	Peace
Eckville	Parkland
Edberg	Parkland
Edgerton	North. Lights
Edmonton Garrison	North. Lights
Elk Point	North. Lights
Elmworth	Peace
Elnora	Parkland
Empress	Marigold
Entwistle	Yellowhead
Exshaw (Bighorn)	Marigold

F

Falher (Dentinger)	Peace
Fawcett (M. Alice Froese)	Yellowhead
Flatbush	Peace
Forestburg	Parkland
Foremost	Shortgrass
Fort Assiniboine	Yellowhead
Fort Macleod	Chinook Arch
Fort Saskatchewan	via EPL
Fox Creek	Peace

G

Garrison	North. Lights
Gem	Shortgrass
Gibbons	North. Lights
Gleichen	Marigold
Glenwood	Chinook Arch
Graham	Shortgrass
Granum	Chinook Arch
Grassland	North. Lights
Grassylake	Chinook Arch
Green Grove (Niton Junction)	Yellowhead
Grimshaw	Peace

H

Hardisty	Parkland
Hay Lakes	Parkland
Hays	Chinook Arch
Heisler	Parkland
Hines Creek	Peace
Holden	North. Lights
Hughenden	Parkland
Hussar	Marigold
Hythe	Peace

I

Innisfail	Parkland
Innisfree	North. Lights
Irma	North. Lights
Irricana	Marigold
Irvine	Shortgrass

J

Jarvie	Yellowhead
Jasper	Yellowhead

K			
Keephills	Yellowhead		
Keg River	Peace		
Killam	Parkland		
Kinuso	Peace		
Kitscoty	North. Lights		

L

La Glace	Peace		
Lacombe (Mary C. Moore)	Parkland		
Lakedell (now Pigeon Lake)	Yellowhead		
Linden	Marigold		
Lomond	Chinook Arch		
Longview	Marigold		
Lougheed	Parkland		

M

M. Alice Frose (Fawcett)	Yellowhead		
Magrath	Chinook Arch		
Mallaig	North. Lights		
Manning	Peace		
Mannville	North. Lights		
Marwayne	North. Lights		
Mary C. Moore (Lacombe)	Parkland		
Mayerthorpe	Yellowhead		
McLennan	Peace		
McPherson (Ryley)	North. Lights		
Medicine Hat	Shortgrass		
Menno Simons (Cleardale)	Peace		
Metro Kalyn (Bruderheim)	North. Lights		
Milk River	Chinook Arch		
Millarville	Marigold		
Millet	Yellowhead		
Milo	Chinook Arch		
Morrin	Marigold		
Mundare	North. Lights		
Myrnam	North. Lights		

N

Nampa	Peace
Nanton	Chinook Arch
Neerlandia	Yellowhead
New Sarepta	Yellowhead
Newbrook	North. Lights
Niton Junction (Green Grove)	Yellowhead
Nordegg	Parkland

O

Okotoks	Marigold
Olds	Parkland
Onoway	Yellowhead

P

Paddle Prairie	Peace
Paradise Valley (Three Cities)	North. Lights
Penhold	Parkland
Picture Butte	Chinook Arch
Pigeon Lake (formerly Lakedell)	Yellowhead
Pincher Creek	Chinook Arch
Plamondon	North. Lights
Ponoka	Parkland
Provost	Parkland

R

Radway	North. Lights
Rainbow Lake	Peace
Raymond	Chinook Arch
Red Earth	Peace
Redcliff	Shortgrass
Redwater	North. Lights
Rich Valley	Yellowhead
Rimbey	Parkland
Rochester	North. Lights
Rocky Mtn. House	Parkland
Rockyford	Marigold
Rolling Hills	Shortgrass
Rosemary	Shortgrass
Rumsey	Marigold
Rycroft	Peace
Ryley (McPherson)	North. Lights

S

Sangudo	Yellowhead
Savanna	Peace
Seba Beach	Yellowhead
Sedgewick	Parkland
Sexsmith	Peace
Sheep River (Turner Valley)	Marigold
Slave Lake	Peace
Smith	Peace
Spruce View	Parkland
St. Albert	via EPL
St. Isidore	Peace

S Cont.

Standard	Marigold
Stettler	Parkland
Stavely	Chinook Arch
Stirling	Chinook Arch
Sundre	Parkland
Sylvan Lake	Parkland

T

Tangent	Peace
Tilley	Shortgrass
Three Cities (Paradise Valley)	North. Lights
Thorhild	North. Lights
Thorsby	Yellowhead
Tomahawk	Yellowhead
Trochu	Marigold
Turner Valley (Sheep River)	Marigold
Two Hills (Alice Melnyk)	North. Lights

V

Valhalla	Peace
Vauxhall	Chinook Arch
Vegreville	North. Lights
Viking	North. Lights
Vilna	North. Lights

W

Wabamun	Yellowhead
Wabasca	Peace
Wandering River	North. Lights
Warburg	Yellowhead
Warner	Chinook Arch
Waskatenau (Anne Chorney)	North.Lights
Water Valley	Parkland
Wembley	Peace
Wildwood	Yellowhead
Winfield	Yellowhead
Woking	Peace
Worsley	Peace
Wrentham	Chinook Arch

Send items for libraries on the previous 2 pages to one of the following nodes.
Interlibrary loans for **Peace** libraries should be sent to **Grande Prairie Public Library**.

CHINOOK ARCH LIBRARY SYSTEM Interlibrary Loans 2902 – 7th Avenue North LETHBRIDGE AB T1H 5C6 **GOVERNMENT COURIER**	**GRANDE PRAIRIE PUBLIC LIBRARY** Interlibrary Loans #101, 9839 – 103 Avenue GRANDE PRAIRIE AB T8V 6M7 **GOVERNMENT COURIER**	**MARIGOLD LIBRARY SYSTEM** Interlibrary Loans 710 – 2nd Street STRATHMORE AB T1P 1K4 **GOVERNMENT COURIER**
NORTHERN LIGHTS LIBRARY SYSTEM Interlibrary Loans Bag 8 ELK POINT AB T0A 1A0 **GOVERNMENT COURIER**	**PARKLAND LIBRARY SYSTEM** Interlibrary Loans 5404 – 56th Avenue LACOMBE AB T4L 1G1 **GOVERNMENT COURIER**	**EDMONTON PUBLIC LIBRARY** Interlibrary Loans 10230 Jasper Avenue NW EDMONTON AB T5J 4P6 **GOVERNMENT COURIER**
SHORTGRASS REGIONAL LIBRARY Interlibrary Loans 2375 10 AVE SW MEDICINE HAT AB T1A 8G2 **GOVERNMENT COURIER**	**YELLOWHEAD LIBRARY SYSTEM** Interlibrary Loans 433 King Street PO BOX 4270 SPRUCE GROVE AB T7X 3B4 **GOVERNMENT COURIER**	

For library addresses, see:

Library & Archives Canada "Symbols & ILL Policies in Canada":
http://www.collectionscanada.gc.ca/illcandir-bin/illsear/l=0/c=1/d=1
or

Directory of Alberta Public Libraries:
 http://www.municipalaffairs.alberta.ca/plsb_directory

For inquiries or to request changes to this list, please contact:

Chinook Arch Regional Library System

illquery@chinookarch.ca

Phone TOLL FREE: 1 (866) 941-9262

Tips for Shipping Library materials in Alberta

1. Government Courier delivery is an additional delivery method used to move materials beyond the routes of a library system's own delivery service.

2. The 1st page of this document lists all of the locations in the province that have materials delivered by Government Courier. Items for these libraries can be addressed directly but **must have a full address**.

3. The 2nd and 3rd pages are locations in the province that receive items only by way of their local library delivery service from their system headquarters. There are no Government Courier deliveries to these locations.

4. Items being shipped via Government Courier must have complete mailing addresses. **Government Courier cannot deliver items with label like these**:
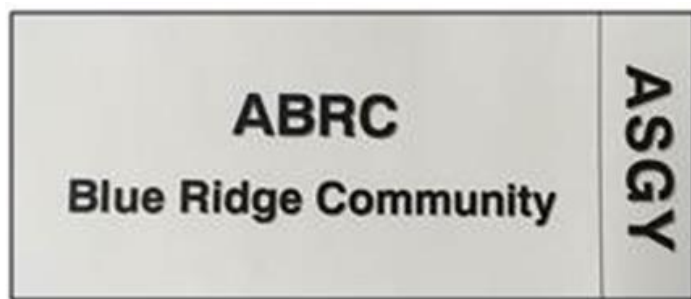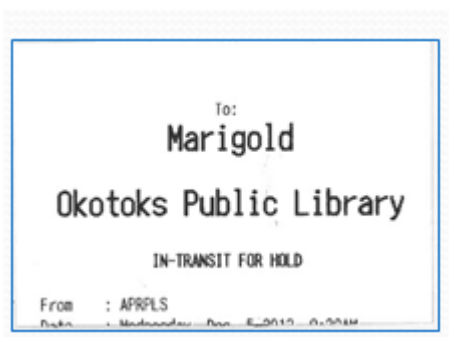
Only the Marigold Library System vans deliver to Okotoks and Yellowhead vans to Blue Ridge

5. You may send several smaller bags with the above labels together in a larger parcel (bag, secured bin, or box) directly to a library system for distribution to their member libraries or branches. Clearly label the outside of the parcel with the library system's name and full address. These parcels will be opened and sorted by library system staff and their contents will be routed to the appropriate library through their local delivery service.

6. **SYSTEMS, NODES AND LIBRARIES WHO PRINT WAYBILLS FOR THEIR SERVICE CANADA DEPOTS, PLEASE NOTE:** Loomis waybills are addressed to Government Courier Depots and are NOT addressed directly to libraries or library systems. In addition to the waybill you create, it is essential to also note the receiving system or library on a separate label with their full mailing address.

Barrhead Public Library 5103-53 Avenue Barrhead, AB T7N 1N9 **Via GOVERNMENT COURIER**	**Chinook Arch Library System** Interlibrary Loans 2902 – 7th Avenue North LETHBRIDGE, AB T1H 5C6 **Via GOVERNMENT COURIER**
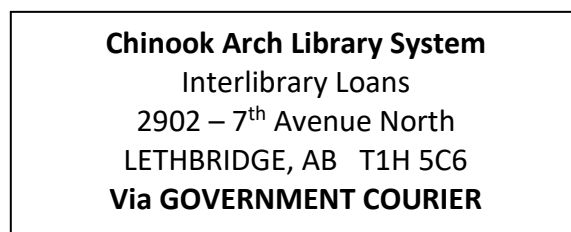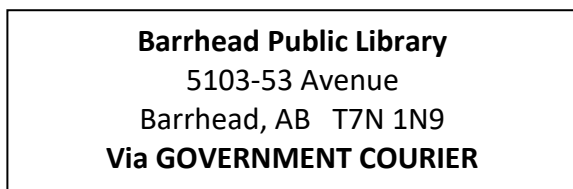
7. 10 libraries in northern Alberta only receive and loan materials through mail. The CULC/CBUC Library Material shipping tool provides return labels free of charge and significantly reduced Library Book Rate.

8. Items being sent to libraries outside of Alberta must be sent by Canada Post. Do not send canvas delivery bags through Canada Post unless you are using the lender's original delivery bag.

9. Note the Canada Post tracking number for expensive items such as University of Alberta loans.

Library Code	Institution Name	Charges	Notes:
OORD	Aboriginal Affairs and Northern Development Canada, Departmental Library	$0.00	
NSWA	Acadia University, Vaughan Memorial Library	$8.00	Will loan microform copies of theses. Copies of theses which are available in paper format only may be purchased directly from the Acadia Archives at a nominal fee. Please contact them via email: archives@acadiau.ca or phone 902-585-1011. Loan of special collections and microfilms will be determined on an individual basis. Libraries without protocol software or access to AMICUS should use the Atlantic Scholarly Information Network - Document Delivery Group (ASIN-DDG) ILL web request form for ILL requesting. Libraries who have protocol version 1 software such as AVISO or InterLEND should use Generic Script format to send ILL requests. Information, instruction, and the form itself are available from: http://falcon.library.mun.ca/ecrc/ecrcwebpages/Mainpage.htm
ALAAG	Agriculture and Agri-Food Canada, Canadian Agriculture Library Information Centre - Lacombe	$0.00	Our service is limited to those items for which we are the sole location.
QSHAG	Agriculture and Agri-Food Canada, Canadian Library of Agriculture Information Centre - Saint-Hyacinthe	$0.00	Our service is limited to those items for which we are the sole location.
OAJ	Ajax Public Library	$0.00	Libraries without protocol software or AMICUS access should use the institutional ILL web request form at: http://www.sols.org/resourcesharing/INFO/policies%20and%20procedures/ooi.htm Libraries that have protocol version 1 software such as AVISO or InterLEND should use Generic Script format to send ILL requests. Libraries with ISO (protocol 2) version software should contact their system administrator to confirm configuration for interoperability with Ontario public library VDX users.
NBMOW use NBFC	Albert-Westmorland-Kent Library Region	$0.00	
ACSAA	Alberta College of Art and Design, Luke Lindoe Library	$0.00	Loan: Photocopied articles must be returned (3 weeks loan).
AEEM	Alberta Education, Learning Resources Centre, Specialized Services for Students with Visual Impairments	$15.00	Education materials from pre-school to grade 12. Will loan alternate format materials (braille, sound recordings, large print, and electronic resources) to libraries for use of individuals with print disabilities. Will loan professional resource books and videos to libraries.
AEHSD	Alberta Government Library, 107th Street Site	$0.00	
AEE	Alberta Government Library, Capital Boulevard Site	$0.00	
AEED use AEE	Alberta Government Library, Commerce Place Site	$0.00	Requests processed via AEE
AEEN	Alberta Government Library, Great West Life Site	$0.00	
AEML use AEHSD	Alberta Government Library, Labour Building Site	$0.00	Requests processed via AEHSD
AEAG use AEEN	Alberta Government Library, Neil Crawford Site	$0.00	Requests processed via AEEN
AERA	Alberta Health Services, Royal Alexandra Hospital, Library Services	$8.00	Invoiced semi-annual / Loan - $8.00 per request / Photocopy - $8.00 per request / Replacement - Cost of item + $20.00 / Facsimile - $8.00 per request
AEAH	Alberta Hospital Edmonton	$0.00	

AVEE	Alberta Innovates-Technology Futures, Knowledge Centre, Vegreville Branch	$0.00	
ACRS	Alberta Innovates-Technology Futures, Knowledge Centre, Calgary Branch	$0.00	Loan - No charge / Photocopy - No charge / Renewal - No charge / Replacement - Cost of item + $25.00 / Facsimile - No charge / Other reproduction - $0.25 per page, exposure or fiche
AER	Alberta Innovates-Technology Futures, Knowledge Centre, Millwoods	$0.00	Loan - No charge / Photocopy - No charge / Renewal - No charge / Replacement - Cost of item + $25.00 / Facsimile - No charge / Other reproduction - $0.25 per page,
AEP	Alberta Legislature Library	$0.00	Newspapers in microfilm are loaned for a period of 2 weeks, 1 renewal. Only 3 rolls of microfilm per title per patron is loaned at a time.
ACAU	Ambrose University College and Seminary, Ambrose Library	$10.00	Photocopy - $7.00 min. charge up to 25 pages + GST or reciprocal charges for institutions
NSAR	Annapolis Valley Regional Library	$0.00	Will lend alternate format material (Talking Books for the Blind)
OTAG	Art Gallery of Ontario, Edward P. Taylor Research Library and Archives	$30.00	Loan - $30.00 + GST / Photocopy - $10.00 min. charge + $0.25 per page / Renewal - No charge / Replacement - $50.00 minimum / Facsimile - $10.00 min. charge + $0.25 per page
AEAU	Athabasca University, Library	$0.00	Libraries not using an automated ILL System or AMICUS are asked to use the following Web Page for ordering: http://h2.relais-host.com/aeau/preloginl_AEAU.jsp To obtain a login and password to this page, please send an email to aeauill@athabascau.ca
NSHPH	Atlantic School of Theology, Library	$8.00	Libraries without protocol software or access to AMICUS should use the Atlantic Scholarly Information Network - Document Delivery Group (ASIN-DDG) ILL web request form at http://falcon.library.mun.ca/ecrc/ecrcwebpages/Mainpage.htm. Libraries who have protocol version 1 software such as AVISO or InterLEND should use Generic Script format to send ILL requests.
ACAL	Augustana University College, Cameron Library	NO LOAN	
ABSFA	Banff Centre, Paul D. Fleck Library and Archives	$0.00	Replacement - Cost of item + $15.00-$25.00 service charge + appropriate taxes
OOB	Bank of Canada, Library	NO LOAN	
OBA	Barrie Public Library	$0.00	Libraries without protocol software or AMICUS access should use the institutional ILL web request form at: http://www.sols.org/resourcesharing/INFO/policies%20and%20procedures/ooi.htm Libraries that have protocol version 1 software such as AVISO or InterLEND should use Generic Script format to send ILL requests. Libraries with ISO (protocol 2) version software should contact their system administrator to confirm configuration for interoperability with Ontario public library VDX users.
BFBV	Beaver Valley Public Library	$0.00	Photocopy – $0.25 per page / Replacement - Cost of item + $2.00
QMBN	Bibliothèque et Archives nationales du Québec	$12.00	Libraries that do not have an ILL system must subscribe to the BAnQ's ILL service to submit their requests: http://www.banq.qc.ca/services/peb/peb_bibliotheques/index.html?language_id=1
QMIR	Bibliothèque municipale de Mirabel	$0.00	Libraries without an ILL management system should submit their requests by email (general enquiries address) or fax.
QLB	Bishop's University, John Bassett Memorial Library	$25.00	ISO requests: Please contact colombo.admin@crepuq.qc.ca You may also submit requests via Amicus or use the ILL Request Web form: http://www.uquebec.ca/colombo/form/ILL_Request.htm
MMCA	Border Regional Library, McAuley Branch	$0.00	Photocopy – $0.15 per page
MVE	Border Regional Library, Virden Main Branch	$0.00	

ACBV	Bow Valley College, Library & Learning Commons	$0.00	
OBRA	Brampton Public Library, Chinguacousy Resource Branch	$0.00	Photocopy – $2.00 min. charge, $0.20 per page
MBC	Brandon University, John E. Robbins Library	$0.00	Will loan bound serials if article exceeds 50 pages: 1 week, no renewal.
MDB	Bren Del Win Centennial Library	$0.00	
SCA	Briercrest College and Seminary, Archibald Library	$0.00	Photocopy – $5.00 min. charge, $0.25 per page / Replacement - Cost of item + $20.00
BVIPA	British Columbia Archives, Library	NO LOAN	Photocopy - $0.40 per 8.5"X 11" page + shipping: $2.50 + GST + PST
BBIT	British Columbia Institute of Technology, Library	$10.00	Photocopy – $10.00 min. charge up to 20 pages; $0.20 per additional page
BVIFO	British Columbia Ministry of Forests and Range, Library	$0.00	At discretion of library.
OSTCB	Brock University, James A. Gibson Library	$10.00	Will lend microfilm 4 reels at a time. Libraries without protocol software or access to AMICUS should use the ILL web request form at: http://illforms.scholarsportal.info/vdx_illreq.htm for ILL requesting. Libraries who have protocol version 1 software such as AVISO or InterLEND should use Generic Script format to send ILL requests.
OB	Brockville Public Library	$0.00	Libraries without protocol software or AMICUS access should use the institutional ILL web request form at: http://www.sols.org/resourcesharing/INFO/policies%20and%20procedures/ooi.htm Libraries that have protocol version 1 software such as AVISO or InterLEND should use Generic Script format to send ILL requests. Libraries with ISO (protocol 2) version software should contact their system administrator to confirm configuration for interoperability with Ontario public library VDX users.
BB	Burnaby Public Library	$0.00	
OGAL	Cambridge Public Library	$0.00	Libraries without protocol software or AMICUS access should use the institutional ILL web request form at: http://www.sols.org/resourcesharing/INFO/policies%20and%20procedures/ooi.htm Libraries that have protocol version 1 software such as AVISO or InterLEND should use Generic Script format to send ILL requests. Libraries with ISO (protocol 2) version software should contact their system administrator to confirm configuration for interoperability with Ontario public library VDX users.
BVIC	Camosun College, Library	$11.00	Photocopy - $11.00 min. up to 20 pages; $11.00 per additional 20 pages / Renewal - $11.00 / Replacement - Cost of item + $5.00
OOCM	Canadian Mortgage and Housing Corporation, Canadian Housing Information Centre	$10.00	Photocopy – $8.00 per article / Replacement – Cost of item or $100.00 / Other – Urgent service: $20.00 surcharge
OOCCM	Canada School of Public Services (CSPS), National Library - Asticou	$0.00	Armchair discussions, hosted by the Canada School of Public Service, are available on DVD format and may be borrowed on interlibrary loan. Loan period: 3 weeks, no renewals.
OONMS	Canada Science and Technology Museum, Library and Information Services	$10.00	Photocopy - $5.00 min. charge, $0.50 per page + GST; reciprocal rates for government libraries
MWGR	Canadian Grain Commission, Library	$0.00	
OONMCC	Canadian Heritage, Canadian Conservation Institute, Library	$0.00	Replacement - Cost of item + $65.00 processing fee
OOSS	Canadian Heritage, Knowledge Centre, Library Services	$0.00	
MWCM	Canadian Mennonite University, Library	$0.00	
OONMM	Canadian Museum of Civilization, Library	$11.00	Photocopy – $6.00 minimum up to 20 pages and $0.30 per additional page / Replacement - Cost of item + $25.00 service charge

OONMNS	Canadian Museum of Nature, Library and Archives	$12.00	Photocopy – $7.00 min. charge up to 20 pages; $0.35 per additional page
ACBS	Canadian Southern Baptist Seminary, Library	$0.00	Photocopy – $2.50 min. charge, $0.10 per page / Replacement - Cost of item + $20.00
ACHCU	Canadian University College, Library	$0.00	Email to request a renewal
OONMC	Canadian War Museum, Hartland Molson Library	$0.00	Regimental history, pamphlets and military technical manuals are available for loan only if duplicate copies are held. Some materials may be loaned on a "For Use in Borrowing Library Only" basis.
NSSC	Cape Breton Regional Library	$0.00	Photocopy – $0.25 per page
NSSXA	Cape Breton University, Beaton Institute, Research Library	NO LOAN	
NSSX	Cape Breton University, Library	$8.00	Libraries without protocol software or access to AMICUS should use the Atlantic Scholarly Information Network - Document Delivery Group (ASIN-DDG) ILL web request form for ILL requesting. Libraries who have protocol version 1 software such as AVISO or InterLEND should use Generic Script format to send ILL requests. Information, instruction, and the form itself are available from: http://falcon.library.mun.ca/ecrc/ecrcwebpages/Mainpage.htm
BVAC	Capilano University, Library	$10.00	Photocopy – $10.00 min. charge up to 20 pages; $0.25 per additional page / Please indicate you are willing to accept charges when requesting your ILL request.
BWLCR	Cariboo Regional District Libray	$0.00	Photocopy – $0.20 per page / Replacement – Cost of item + $3.00
OOCC	Carleton University, Maxwell MacOdrum Library	$10.00	Photocopy – $10.00 / Replacement – $95.00
BCD	Castlegar and District Public Library	$0.00	Replacement – Cost of item + $5.00
QBIE	Centre de réadaptation en déficience intellectuelle et en troubles envahissants du développement (CRDITED) de la Montérégie-Est, Centre de documentation	Varies /Contact Library	Phone: 450-263-3545 ext 2239 / 16_crditedme_centre_documentation@ssss.gouv.qc.ca
QCM	Châteauguay Municipal Library	$0.00	Libraries without an ILL management system should submit their requests by email (general enquiries address) or fax.
OCHA	Chatham-Kent Public Library	$0.00	Libraries without protocol software or AMICUS access should use the institutional ILL web request form at: http://www.sols.org/resourcesharing/INFO/policies%20and%20procedures/ooi.htm Libraries that have protocol version 1 software such as AVISO or InterLEND should use Generic Script format to send ILL requests. Libraries with ISO (protocol 2) version software should contact their system administrator to confirm configuration for interoperability with Ontario public library VDX users.
BCHE	Chetwynd Public Library	$0.00	Photocopy – $3.00 min. charge, $0.20 per page
SCR	Chinook Regional Library, Headquarters	$0.00	
OSTB	Christian Blind Mission International Canada, Talking Book Library		NOT EMAILED YET - tbl@cbmcanada.org
MCH	Churchill Public Library	$0.00	Photocopy – $0.25 per page
OON	CISTI, Canada Institute for Scientific and Technical Information	NO LOAN	
OTBNL	CNIB Library	25.00 +	Loan: 6 months ($25.00), or 12 months($50.00). Will loan DAISY talking books. Priority given to interloans for educational and job support purposes. Sales: titles marked as digital masters, open reel masters or 2 track cassettes are available for purchase only.
OCOC	Cochrane Public Library	$0.00	Photocopy – $0.30 per page / Replacement – Cost of item + $10.00
NSTC	Colchester-East Hants Regional Library	$0.00	Replacement – Cost of item + $10.00
BPGC	College of New Caledonia, Prince George Campus, Library	???	Replacement – minimum $50.00
BVAM	College of Physicians & Surgeons of B.C., Library	$0.00	Photocopy – No charge for Canadian non-profit libraries

BCREK	College of the Canadian Rockies, Library	$8.50	Photocopy – $8.50 per request / Replacement – Cost of item + $10.00 service charge
AECO	Concordia Lutheran Seminary, Library	$15.00	Photocopy - $15.00 / Replace - In Print $150.00; Out of Print $20.00
AEC	Concordia University College of Alberta, Arnold Guebert Library	$15.00	Photocopy – $15.00 up to 15 pages; $0.15 per additional page
QMG	Concordia University , Sir George Williams Campus, R. Howard Webster Library	$25.00	ISO requests: Please contact colombo.admin@crepuq.qc.ca You may also submit requests via Amicus or use the ILL Request Web form: http://www.uquebec.ca/colombo/form/ILL_Request.htm
QMCOM	Conservatoire de musique de Montréal, Bibliothèque	$0.00	
BCOQ	Coquitlam Public Library	$0.00	Photocopy – $0.25 per page / Replacement – Cost of item + $8.00 service charge
OC	Cornwall Public Library	$0.00	Photocopy – $0.15 per page / Replacement – Cost of item + service charge
BCOM	Courtenay and District Museum and Palaeontology Centre, Library	NO LOAN	Photocopy – $0.25 per page up to 30 pages + Postage
AEGNH	Covenant Health, Grey Nuns Hospital, Health Sciences Library	NO LOAN	
AEMH	Covenant Health, Misericordia Community Hospital, Dr. Morris Weinlos Library	NO LOAN	
BCR	Cranbrook Public Library	$0.00	Replacement – Cost of item + $3.00 service charge
BCRE	Creston Public Library	$0.00	
NSAMC	Cumberland Public Libraries	$0.00	Photocopy – $0.25 per page
NSHD	Dalhousie University, Killam Memorial Library	$8.00	Will loan serials only if unique location. Libraries without protocol software or access to AMICUS should use the Atlantic Scholarly Information Network - Document Delivery Group (ASIN-DDG) ILL web request form for ILL requesting. Libraries who have protocol version 1 software such as AVISO or InterLEND should use Generic Script format to send ILL requests. Information, instruction, and the form itself are available from: http://falcon.library.mun.ca/ecrc/ecrcwebpages/Mainpage.htm
NSHT use NSHD	Dalhousie University, Sexton Design & Technology Library	$8.00	All ILLs are processed through NSHD
NSHDM use NSHD	Dalhousie University, W.K. Kellogg Health Sciences Library	$8.00	All ILLs are processed through NSHD
BNWD	Douglas College, Library	$8.50	Photocopy – $8.50 per request / Replacement – Cost of item + $20.00 / All ILL's for alternate format materials are processed through BVACILS.
ODR	Dryden Public Library	$0.00	Libraries without protocol software or AMICUS access should use the institutional ILL web request form at: http://www.sols.org/resourcesharing/INFO/policies%20and%20procedures/ooi.htm Libraries that have protocol version 1 software such as AVISO or InterLEND should use Generic Script format to send ILL requests. Libraries with ISO (protocol 2) version software should contact their system administrator to confirm configuration for interoperability with Ontario public library VDX users.
OOSHD	Durham College, Campus Library	$15.00	Photocopy – $15.00 up to 40 pages
QMEP	École polytechnique de Montréal, Bibliothèque	$25.00	Photocopy - $25.00 / Replacement – Cost of item + $15.00
OSTTE	Elgin County Public Library, Headquarters	$0.00	Photocopy – Contact library
BELK	Elkford Public Library	$0.00	
BVAVSA	Emily Carr University of Art & Design, Library		NOT EMAILED YET
OTM	Environment Canada Library, Downsview	$0.00	Replacement – Cost of item + service charge: $25.00
OOFF	Environment Canada Library, NCR Library	$0.00	
MGE	Evergreen Regional Library, Gimli Branch	$0.00	Photocopy – $0.20 per page

MRB	Evergreen Regional Library, Riverton Branch	$0.00	
OOF	Finance Canada, Library	$0.00	
QLFAQ	La Financière agricole du Québec, Centre de documentation et d'information	$0.00	
MFF	Flin Flon Public Library	$0.00	Photocopy – $0.20 per page (8.5"x11"); .$0.25 per page (8.5"x14"); $0.35 per page (oversize)
OOE	Foreign Affairs and International Trade, Library	$0.00	
OFEP	Fort Erie Public Library		NOT EMAILED YET
BFN	Fort Nelson Public Library	$0.00	Photocopy - $0.25 per page / Replacement - Cost of item + $5.00
BFSJ	Fort St. John Public Library	$0.00	Photocopy - $0.25 per page / Replacement - Cost of item + 33%
BABF	Fraser Valley Regional Library	$0.00	
NBS	Fundy Library Region	$0.00	Photocopy – $2.00 Photocopy charges + $0.20 per page / Replacement - Cost of item + $5.00
ACG	Glenbow Museum, Art Gallery, Library and Archives	$15.00	Photocopy – $10.00 min. charge up to 20 pages; $0.25 per additional page / Replacement – Cost of item
AEG	Glenrose Rehabilitation Hospital, Library Services	$8.00	Photocopy – $8.00 per request / Replacement – Cost of item + $5.00
OTGI	Goethe-Institut Toronto (German Cultural Centre) Library	NO LOAN	
AFFC	Grande Prairie Regional College (GPRC), Fairview Campus, Library	$0.00	Replacement – $150.00
AGPC	Grande Prairie Regional College, GPRC library	$0.00	Replacement – $150.00
AEGMCT	Grant MacEwan University, City Centre Campus, Library	$0.00	Replacement – Cost of item + $20.00 service charge
BVI	Greater Victoria Public Library	$0.00	No charge up to 20 pages; $0.20 per additional page or reciprocal rates if no charge
OG	Guelph Public Library	$0.00	Photocopy – $0.25 per page
OHAL	Haldimand County Public Library	$0.00	
OHALD	Haldimand County Library, Hagersville Branch	$0.00	
NSHCN	Halifax Citadel National Historic Site of Canada		
NSH	Halifax Public libraries	$0.00	Photocopy – $5.00 min. charge up to 10 pages; $0.25 per additional page / Replacement – Cost of item, min. charge $20.00 / Refunds for lost materials will be considered on a case-by-case basis
BHA	Hazelton District Public Library	$0.00	Photocopy – $0.25 per side + postage / Replacement – Cost of item + hard cover: $10.00; soft cover: $5.00
OSUOP	Health Services North, Health Sciences Library	$0.00	Replacement – Cost of item + $15.00
QMHE	HEC Montréal, Bibliothèque Myriam et J.-Robert Ouimet	$15.00	ISO requests: Please contact colombo.admin@crepuq.qc.ca You may also submit requests via Amicus or use the ILL Request Web form: http://www.uquebec.ca/colombo/form/ILL_Request.htm
BHH	Hudson's Hope Public Library		Photocopy – $0.20 per page
OLH use OLU	Huron University College, Library	$25.00	All ILLs are processed through OLU.
NWIP	Inuvik Centennial Library	$0.00	Photocopy – $0.25 per page + postage / Replacement – Cost of item + $10.00 service charge
MSTE	Jake Epp Library	$0.00	Photocopy – $0.10 per page

QMJ	Jewish Public Library	$0.00	Photocopy – $2.50 min. charge; $0.15 per page / Replacement – Cost of item / Other – $10.00 initiation fee for any scanning order. This includes postage and the cost of media (CD-ROM, 3.5" diskette, zip disk, or printout). We do not e-mail scanned images to patrons. Patrons may not provide their own disks. There is a $5.00 fee per scanned image up to 15 scans. For 15+ scans, charges increment to $25/hour / Please note, QMJ has not updated holdings in Amicus since 1993. To verify accuracy of holdings, please check our catalogue at http://catalog.jewishpubliclibrary.org. QMJ does not use generic script software for messaging. Please include email addess in your requests so that we can respond by email.
MSTPJ	Jolys Regional Library		
AEJ	Justice Canada, Prairie Regional Office, Edmonton, Library	$0.00	
BVAJI	Justice Institute of British Columbia, Library	$15.00	Photocopy - $15.00 / Replacement - $40.00 min. charge
BKASL	Kaslo & District Public Library		
OBKL	Kawartha Lakes Public Library, Burnt River Branch	$0.00	Photocopy – $0.15 per page
OLIV	Kawartha Lakes Public Library, Lindsay Branch	$0.00	Photocopy – $0.15 per page
AFMK	Keyano College, Library	$0.00	Photocopy - $0.15 per page
BKI	Kimberley Public Library	$0.00	Photocopy – $0.20 per page / Replacement – Cost of item + $10.00
AEKC	King's University College, Simona Maaskant Library	$10.00	Replacement – Cost of item + $30.00
OK	Kingston Frontenac Public Library, Central Branch	$0.00	Photocopy – $0.15 per page / Replacement – adult: non-fiction: $45.00; fiction: $35.00
OKIT	Kitchener Public Library	$0.00	Photocopy – $5.00 up to 5 pages; $0.20 per additional page + applicable taxes / Replacement – Cost of item + $5.00 service charge + applicable taxes
BKIT	Kitimat Public Library	$0.00	Photocopy – $0.25 per page
OTK	Knox College, Caven Library	$20.00	Photocopy – $20.00 up to 30 pages; $0.20 per additional page / Replacement – $50.00 minimum + $30.00 processing fee. If more than $50.00 it is the cost of the book plus the processing fee
BSKC	Kwantlen Polytechnic University Libraries, Richmond Campus Library	$0.00	Replacement – Cost of item + service charge
OPAL	Lakehead University, The Chancellor Paterson Library	$0.00	Photocopy – $5.00 per request / Replacement – Cost of item + $15.00 service charge
ALLC	Lakeland College, Lloydminster Campus, Library	$0.00	Replacement – $150.00 per item
AVC use ALLC	Lakeland College, Vermilion Campus, Library	$0.00	Replacement – $150.00 per item / All ILLs are processed through ALLC.
SNB	Lakeland Library Region	$0.00	The regional headquarters acts as the central clearinghouse for interlibrary loans in the Lakeland Region. Most of their branch libraries do not handle their own interlibrary loans.
MKL	Lakeland Regional Library	$0.00	
BVAVCL	Langara College, Library	$0.00	Please indicate Reciprocal Rates when requesting / Replacement – $50.00
OSUL	Laurentian University, J.N. Desmarais Library	$10.00	Photocopy - $10.00 / Replacement – Minimum $100 or cost of item
MLR	Leaf Rapids Public Library	$0.00	
NBFL	Legislative Library of New Brunswick	$0.00	Photocopy – No charge up to 5 pages, $0.25 per additional page; reciprocal rates for libraries that do not charge
ALC	Lethbridge College, Buchanan Library	$0.00	
OOP	Library of Parliament	$0.00	Photocopy - $5.00 min. Charge / Last resort source only.

OL	London Public Library	$0.00	Libraries without protocol software or AMICUS access should use the institutional ILL web request form at: http://www.sols.org/resourcesharing/INFO/policies%20and%20procedures/ooi.htm Libraries that have protocol version 1 software such as AVISO or InterLEND should use Generic Script format to send ILL requests. Libraries with ISO (protocol 2) version software should contact their system administrator to confirm configuration for interoperability with Ontario public library VDX users.
OMAU	Magnetawan Area Union Public Library		
MWPL	Manitoba Culture, Heritage and Tourism, Library	$0.00	
MWP	Manitoba Culture, Heritage and Tourism, Manitoba Legislative Library	$0.00	Photocopy – $5.00 min. charge up to 20 pages; $0.20 per additional page / Replacement – Cost of item + $10.00 / Will lend newspapers on microfilm, max. of 7 reels (cumulative total per library).
OMAMC	Markham Public Library, Markham Village Branch	$0.00	
OTMTH	Markham Public Library, Thornhill Community Centre Branch	$0.00	Will lend current non-bestseller books if no reserve in place. All ILL items should be shipped to - Markham Village Branch, 6031 Highway 7 East, Markham ON L3P 3A7. Libraries without protocol software or AMICUS access should use the institutional ILL web request form at: http://www.sols.org/resourcesharing/INFO/policies%20and%20procedures/ooi.htm Libraries that have protocol version 1 software such as AVISO or InterLEND should use Generic Script format to send ILL requests. Libraries with ISO (protocol 2) version software should contact their system administrator to confirm configuration for interoperability with Ontario public library VDX users.
OTMM	McCarthy Tétrault LLP, John J. Robinette Library	$0.00	
QMMMDM	McGill University, Marvin Duchow Music Library	$25.00	ISO requests: Please contact colombo.admin@crepuq.qc.ca You may also submit requests via Amicus or use the ILL Request Web form: http://www.uquebec.ca/colombo/form/ILL_Request.htm
QMMED	McGill University, Education Library	$25.00	ISO requests: Please contact colombo.admin@crepuq.qc.ca You may also submit requests via Amicus or use the ILL Request Web form: http://www.uquebec.ca/colombo/form/ILL_Request.htm
QMMSC use QMM	McGill University, Howard Ross Library of Management	$25.00	ISO requests: Please contact colombo.admin@crepuq.qc.ca You may also submit requests via Amicus or use the ILL Request Web form: http://www.uquebec.ca/colombo/form/ILL_Request.htm
QMM	McGill University, Humanities and Social Sciences Library	$25.00	ISO requests: Please contact colombo.admin@crepuq.qc.ca You may also submit requests via Amicus or use the ILL Request Web form: http://www.uquebec.ca/colombo/form/ILL_Request.htm
QMMM	McGill University, Life Sciences Library	$25.00	ISO requests: Please contact colombo.admin@crepuq.qc.ca You may also submit requests via Amicus or use the ILL Request Web form: http://www.uquebec.ca/colombo/form/ILL_Request.htm
QMME	McGill University, Schulich Library of Science and Engineering	$25.00	ISO requests: Please contact colombo.admin@crepuq.qc.ca You may also submit requests via Amicus or use the ILL Request Web form: http://www.uquebec.ca/colombo/form/ILL_Request.htm

OHM	McMaster University, Mills Memorial Library	$10.00	Libraries without protocol software or access to AMICUS should use the ILL web request form at: http://illforms.scholarsportal.info/vdx_illreq.htm for ILL requesting. Libraries who have protocol version 1 software such as AVISO or InterLEND should use Generic Script format to send ILL requests.
AMMC	Medicine Hat College, Vera Bracken Library	$0.00	
NFCBM	Memorial University of Newfoundland, Grenfell Campus, Ferriss Hodgett Library	$0.00	Arrangements can be considered for items not for loan. Libraries without protocol software or access to AMICUS should use the Atlantic Scholarly Information Network - Document Delivery Group (ASIN-DDG) ILL web request form for ILL requesting. Libraries who have protocol version 1 software such as AVISO or InterLEND should use Generic Script format to send ILL requests. Information, instruction, and the form itself are available from: http://falcon.library.mun.ca/ecrc/ecrcwebpages/Mainpage.htm
NFSM	Memorial University of Newfoundland, Queen Elizabeth II Library	$8.00	
NBEB	Mgr. W.J. Conway Public Library/Bibliothèque publique Mgr. W.-J.-Conway	$0.00	Photocopy - $0.15 per Page
OARM	Middlesex County Public Library, Headquarters	$0.00	Libraries without protocol software or AMICUS access should use the institutional ILL web request form at: http://www.sols.org/resourcesharing/INFO/policies%20and%20procedures/ooi.htm Libraries that have protocol version 1 software such as AVISO or InterLEND should use Generic Script format to send ILL requests. Libraries with ISO (protocol 2) version software should contact their system administrator to confirm configuration for interoperability with Ontario public library VDX users.
OMIL	Milton Public Library	$0.00	Libraries without protocol software or AMICUS access should use the institutional ILL web request form at: http://www.sols.org/resourcesharing/INFO/policies%20and%20procedures/ooi.htm Libraries that have protocol version 1 software such as AVISO or InterLEND should use Generic Script format to send ILL requests. Libraries with ISO (protocol 2) version software should contact their system administrator to confirm configuration for interoperability with Ontario public library VDX users.
MMR	Minnesoda Regional Library	$0.00	
OM	Mississauga Library System, Central Libray	$0.00	Replacement - $30.00 / Libraries without protocol software or AMICUS access should use the institutional ILL web request form at: http://www.sols.org/resourcesharing/INFO/policies%20and%20procedures/ooi.htm Libraries that have protocol version 1 software such as AVISO or InterLEND should use Generic Script format to send ILL requests. Libraries with ISO (protocol 2) version software should contact their system administrator to confirm configuration for interoperability with Ontario public library VDX users.
OA	Mississippi Mills Public Library, Almonte Branch	$0.00	Photocopy – $0.25 per page / Replacement – Cost of item + $5.00 / Libraries without protocol software or AMICUS access should use the institutional ILL web request form at: http://www.sols.org/resourcesharing/INFO/policies%20and%20procedures/ooi.htm Libraries that have protocol version 1 software such as AVISO or InterLEND should use Generic Script format to send ILL requests. Libraries with ISO (protocol 2) version software should contact their system administrator to confirm configuration for interoperability with Ontario public library VDX users.

QMFA	Montreal Fine Arts Museum, Library	$20.00	Photocopy – $20.00 up to 20 pages; $0.25 per additional page
SMJ	Moose Jaw Public Library	$0.00	Replacement – Adult: $30.00 or cost of item; other: $20.00 or cost of item / Other reproduction – Microfilm: $0.25 per page
NBSAM	Mount Allison University, Ralph Pickard Bell Library	$8.00	Replacement – Cost of material + $20.00
ACMR	Mount Royal University, Library	$0.00	Photocopy – $5.00 / Replacement – Cost of item + $15.00 service charge
NSHV	Mount Saint Vincent University, Library	$8.00	Replacement – Cost of item + $20.00 service charge / Libraries without protocol software or access to AMICUS should use the Atlantic Scholarly Information Network - Document Delivery Group (ASIN-DDG) ILL web request form for ILL requesting. Libraries who have protocol version 1 software such as AVISO or InterLEND should use Generic Script format to send ILL requests. Information, instruction, and the form itself are available from: http://falcon.library.mun.ca/ecrc/ecrcwebpages/Mainpage.htm
BNA	Nakusp Public Library	NO LOAN	
OTRC	National Defence, Canadian Forces College, Information Resource Centre	$0.00	For VDX and other ISO compliant systems, please use the following: TCP/IP: ca.iso.vdxhost.com, port 1611 Email: isoill_ca@vdxhost.com
OKF	National Defence, Directorate of Land Concepts and Doctrine, Fort Frontenac Library	$0.00	Replacement - No Charge; item must be replaced.
OOND	National Defence, Headquarters Library	$0.00	
ACNEB	National Energy Board, Library	$0.00	
OONG	National Gallery of Canada, Library	$0.00	Replacement – Cost of item + $30.00
OOG	Natural Resources Canada - Ottawa (Earth Sciences),	$0.00	
BNE	Nelson Municipal Library	$0.00	Photocopy – $0.25 per page / Replacement – Cost of item + 20% / Other – Microfilms $10.00 per reel
NBCAC	New Brunswick Public Library Service, Chaleur Library Region	$0.00	
AENTC	Newman Theological College, Library	NO LOAN	
ONBEC	Nipissing University - Canadore College, Education Centre Library	$0.00	Photocopy – $5.00 min. charge up to 30 pages; $10.00 up to 60 pages / Replacement – $65.00 + $5.00 service charge
AEVC	NorQuest College, Learner Centre and Library	$0.00	
AENA	North Alberta Institute of Technology (NAIT), McNally Library	$0.00	Replacement - Cost of item + service charge
BNV	North Vancouver City Library	$0.00	Photocopy – $0.20 per page / Replacement – Hard cover: $20.00; soft cover: $8.50
BNVD	North Vancouver District Public Library	$0.00	Photocopy – $0.20 per page / Replacement – Cost of item + $10.00 service charge
ASAV	Northern Lakes College, Slave Lake Library	NO LOAN	
AGVC	Northern Lakes College-Lesser Slave Lake, Grouard Campus Library	$0.00	
BDCNL	Northern Lights College, Library	$0.00	Replacement – Cost of item + $10.00 service charge
BTENW	Northwest Community College, Library	$0.00	Replacement – Cost of item + $7.50 service charge
MSRNW	North-West Regional Library	$0.00	
NWYGI	Northwest Territories Legislative Assembly, Legislative Library of the N.W.T.	$0.00	Photocopy – No charge up to 15 pages; $0.15 per additional page / Replacement – Cost of item + $25.00
NSTA	Dalhousie University, MacRae Library	$8.00	Replacement – Cost of item + $20.00
NSHCA	Nova Scotia College of Art and Design, Library	$8.00	
NSYBC use NSDCCW	Nova Scotia Community College, Burridge Campus, Library	$8.00	All ILLs processed through NSDCCW / Replacement – Cost of material + $20.00
NSKKR use NSDCCW	Nova Scotia Community College, Kingstec Campus, Library	$8.00	All ILLs processed through NSDCCW / Replacement – Cost of material + $20.00

NSBLC use NSDCCW	Nova Scotia Community College, Lunenburg Campus, Library	$8.00	All ILLs processed through NSDCCW / Replacement – Cost of material + $20.00
NSPRV use NSDCCW	Nova Scotia Community College, Pictou Campus, Library	$8.00	All ILLs processed through NSDCCW / Replacement – Cost of material + $20.00
NSTT	Nova Scotia Community College, Truro Campus, Library	$8.00	All ILLs processed through NSDCCW / Replacement – Cost of material + $20.00
NSDCCW	Nova Scotia Community College, Waterfront Campus, Library	$8.00	Photocopy - $8.00 per article / Replacement – Cost of material + $20.00
NSHL	Nova Scotia Legislative Library	NO LOAN	
NSHMS	Nova Scotia Museum of Natural History, Nova Scotia Museum Library	$0.00	Return of loan is requested by insured, registered mail.
NUBNP	Nunavut Public Library Services		
BKOC	Okanagan College, Library	$0.00	Photocopy – 30 pages max., $8.50 per item
BKO	Okanagan Regional Library	$0.00	
AOAC	Olds College, Library	$0.00	
OTUED	Ontario Institute for Studies in Education of the University of Toronto, OISE/UT Library	$20.00	Replacement – $145.00
OTH	Ontario Power Generation, Library	$0.00	Will process only those requests in field of specialization - engineering, energy, science and environment.
OORI	Orillia Public Library	$0.00	Replacement – Cost of item + $6.00 cataloging charges
OOSH	Oshawa Public Library	$0.00	
OOC	Ottawa Public Library	$0.00	Photocopy – $10.00 per article / Replacement – Cost of item + $10.00
SLPN	Pahkisimon Nuye'ah Library System	$0.00	
SMJP	Palliser Regional Library	$0.00	Replacement – $20.00 juvenile hard cover; $30.00 adult hard cover / Facsimile – Sask.: $2.50 up to 10 pages; $0.50 per additional page; out of Sask.: min. $5.00 up to 10 pages + $0.50 per additional page
MDP	Parkland Regional Library, Headquarters (Manitoba)	$0.00	
SYP	Parkland Regional Library (Saskatchewan)	$0.00	Replacement – Adult: $30.00; Juvenile: $20.00, Non-Fic.: $10.00;Uncat. Paperbacks: $5.00 or cost of item
OCN	Parks Canada, Ontario Service Centre, Library	$0.00	
QQPCQ	Parks Canada, Quebec Service Centre, Regional Library	NO LOAN	
ACIA	Parks Canada, Western and Northern Service Centre, Library (Alberta)	NO LOAN	
BVP	Parks Canada, Western and Northern Service Centre, Library (British Columbia)	NO LOAN	
MWIAP	Parks Canada, Western and Northern Service Centre, Library (Manitoba)	NO LOAN	
PC	PEI Public Library Service	$0.00	
BP	Penticton Public Library	$0.00	Last resort source only.
OP	Perth & District Union Public Library	$0.00	Libraries without protocol software or AMICUS access should use the institutional ILL web request form at: http://www.sols.org/resourcesharing/INFO/policies%20and%20procedures/ooi.htm Libraries that have protocol version 1 software such as AVISO or InterLEND should use Generic Script format to send ILL requests. Libraries with ISO (protocol 2) version software should contact their system administrator to confirm configuration for interoperability with Ontario public library VDX users.
NBP use NBEB	Perth-Andover Public Library	$0.00	All ILL's are processed through NBEB. Please use Edifact format for ILL requests.

Code	Library	Fee	Notes
NSNGP	Pictou-Antigonish Regional Library	$0.00	
MP	Pinawa Public Library	$0.00	
QMPI use QMM	Polish Institute of Arts and Sciences in Canada, Library	$25.00	All ILL's are processed through QMM
OPCPL	Port Colborne Public Library	$0.00	Photocopy – $1.00 per page
BPMP	Port Moody Public Library, Public Services	$0.00	Replacement – Cost of item + service charge
MPLP	Portage la Prairie Regional Library	$0.00	
OPDU	Powassan & Disrtict Union Public Library		
BPRDP	Powell River Public Library	$0.00	Replacement – Cost of item + $7.50
ATHP	Prairie Bible Institute, T.S. Rendall Library	$0.00	Photocopy – $2.00 min. + $0.10 per page / Replacement – Cost of item + $10.00
QMPC	Presbyterian College, Library	$10.00	Photocopy – $5.00 min. charge up to 25 pages; $5.00 per additional 10 pages, up to 40 pages
BPG	Prince George Public Library	$0.00	Photocopy – $1.00 min. charge, $0.25 per page
BPR	Prince Rupert Public Library	$0.00	Photocopy – $0.25 per page / Other reproduction – Microfilm: $0.25 per page
OOPC	Privy Council Office, Corporate Information Services Division, Library Information Centre	$0.00	
MOWBC	Providence College and Seminary, Library	reciprocal	Photocopy – $0.10 per page
NBFA	Provincial Archives of New Brunswick	Rates by Request	Microfilm: Will lend up to 3 reels per patron for a 6 week period.
NFSG	Provincial Information and Library Resources Board	$0.00	Other reproduction – Microfilm: $0.40 per exposure
BAVPVI	Provincial Resource Centre for the Visual Impaired		
OOSG	Public Safety Canada, Library and Information Centre	$0.00	Replacement – Cost of item + $15.00 / For ISO compliant systems, please use the following: TCP/IP: ca.iso.vdxhost.com:1611; Email: isoill_ca@vdxhost.com
QQAC	Quebec Ministere de la Culture et des Communications, Bibliotheque Ministerielle	$0.00	
OKQH	Queen's University, Bracken Library, Health Sciences	$10.00	Replacement – Cost of item + $25.00, or $100.00
OKQENG use OKQ	Queen's University, Douglas Library, Engineering and Science Library	$10.00	All ILLs are processed through OKQ.
OKQM	Queen's University, Education Library	$10.00	Libraries without protocol software or access to AMICUS should use the ILL web request form at: http://illforms.scholarsportal.info/vdx_illreq.htm for ILL requesting. Libraries who have protocol version 1 software such as AVISO or InterLEND should use Generic Script format to send ILL requests.
OKQ	Queen's University, Stauffer Library	$10.00	Libraries without protocol software or access to AMICUS should use the ILL web request form at: http://illforms.scholarsportal.info/vdx_illreq.htm for ILL requesting. Libraries who have protocol version 1 software such as AVISO or InterLEND should use Generic Script format to send ILL requests.
OKQL use OKQ	Queen's University, William R. Lederman Law Library	$10.00	All ILLs are processed through OKQ.
ARDC	Red Deer College, Library	$0.00	Replacement – $50.00
MSEL	Red River North Regional Library		Photocopy – $0.20 per page up to 20 pages; $0.40 per additional page / Replacement – Cost of item + $3.00

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SR	Regina Public Library	$0.00	Prairie History books only loaned with the approval of the librarian. Will lend to out of province libraries if they pay courier cost both ways. Need courier account number when requesting Prairie History material. Must be used in library only.
OTREC	Regis College, Library	NO LOAN	
OR	Renfrew Public Library	$0.00	Photocopy – $0.20 per page
ORH	Richmond Hill Public Library	$0.00	Photocopy - $0.20 per page
BRI	Richmond Public Library	$0.00	Photocopy - $0.20 per page
OKR	Royal Military College of Canada, Massey Library	$0.00	Photocopy – $3.00 min. charge up to 10 pages; $0.30 per additional page
OTRM	Royal Ontario Museum, Research Reference Library	$20.00	Photocopy – $20.00 min. charge up to 30 pages; $0.20 per additional page/ Replacement – $75.00
BRC	Royal Roads University, Library	$7.50	Photocopy – $7.50 up to 25 pages; $0.25 per additional page / Replacement – Cost of item + $25.00
ADTMP	Royal Tyrrell Museum of Palaeontology, Library Dept.	$15.00	Photocopy – $10.00 up to 25 pages
OTR	Ryerson University, Library	$10.00	Photocopy - $10.00 up to 20 pages; $0.50 per additional page / Replacement – Contact library
NSHS	Saint Mary's University, Patrick Power Library	$8.00	Photocopy - $8.00 per article; Replacement - Cost of material +$20.00 processing fee
OOSU	Saint Paul University, Jean-Léon Allie Library	$0.00	Photocopy – $3.50 min. charge, $0.15 per page + postage
BGSI	Salt Springs Island Public Library		
SRA	Saskatchewan Archives Board	15+GST	Replacement – Cost of item + 20%
SSSI	Saskatchewan Institute of Applied Sciences and Technology, Kelsey Campus, Library	$15.00	Replacement – Cost of item + $40.00
SSKIL	Saskatchewan Institute of Applied Sciences and Technology, Kelsey Campus, Library Technician Program	$15.00	Replacement – Cost of item + $40.00
SMJT	Saskatchewan Institute of Applied Sciences and Technology, Palliser Campus, Library	$15.00	Replacement – Cost of item + $40.00
SRRI	Saskatchewan Institute of Applied Sciences and Technology, Wascana Campus, Library	$15.00	Replacement – Cost of item + $40.00
SPANI	Saskatchewan Institute of Applied Sciences and Technology, Woodland Campus, Library	$15.00	Replacement – Cost of item + $40.00
SRL	Saskatchewan Legislative Library	$0.00	
SRP	Saskatchewan Provincial Library and Literacy Office	$0.00	
SS	Saskatoon Public Library	$0.00	
SRED	Saskatoon Public School Division, Saskatchewan Alternate Format Library	$0.00	Will lend alternate format materials (braille, tactile material, large print, audio, e-text) in English and French to other educational resource centres & agencies serving the visually impaired.
OSTM	Sault Ste. Marie Public Library	$0.00	
OSC	Scugog Memorial Public Library	$0.00	Replacement – Cost of item + $6.00 service charge
BSE	Sechelt Public Library	$0.00	
BCS	Selkirk College, Library	$0.00	Photocopy – $5.00 per article + $0.10 per page / Replacement – Cost of item + $10.00
OTSC	Seneca College Libraries, Newnham	$0.00	
BVAS	Simon Fraser University, W.A.C. Bennett Library	$11.00	Replacement – Cost of item + $20.00
BS	Smithers Public Library	$0.00	

ACSA	Southern Alberta Institute of Technology (SAIT), Reg Erhardt Library	$0.00	Loan - $15.00 per item for profit libraries / Photocopy - $15.00 for profit libraries / Renewal - No charge / Replacement - Cost of item + $10.00 service charge / Facsimile - Local only: $10.00 up to 10 pages max.
MAOW	South Central Regional Library, Altona Branch	$0.00	
MMOW	South Central Regional Library, Morden Branch	$0.00	
MSTOS	South Interlake Regional Library	$0.00	
NSBS	South Shore Regional Library	$0.00	
BSPA	Sparwood Public Library	$0.00	
BSQ	Squamish Public Library	$0.00	
OTSTA	St. Augustine's Seminary, Library	$20.00	Photocopy – $5.00 min. charge up to 10 pages; $0.10 per additional page / Replacement – Cost of item + $25.00
NSAS	St. Francis Xavier University, Angus L. MacDonald Library	$8.00	Photocopy - $8.00 per article / Replacement – Cost of item + $20.00
ACSMC	St. Mary's University College, Library	$0.00	Photocopy – No charge up to 10 pages; $.25 per additional page / Replacement – Cost of item + processing cost of item
SMSP	St. Peter's Abbey and College, Library	$0.00	Photocopy – $0.15 per page / Replacement – $20.00
OLSP use OLU	St. Peter's Seminary, A.P. Mahoney Library	$25.00	All ILLs are processed through OLU
SSM use SSU	St. Thomas More College, Shannon Library	$10.00	All ILLs are processed through SSU
OSTT	St. Thomas Public Library	$0.00	
QMSCA	Statistics Canada, Library, Montreal		
OOS	Statistics Canada, Library	$0.00	Replacement – Cost of item + $60.00 handling charge
BSP	Stewart Public Library Association	$0.00	
OSAH use OSUOP	Sudbury Regional Hospital, Kirkwood Site, Library	$0.00	Replacement – Cost of item + $15.00
QMSU	Sûreté du Québec, Centre de documentation	$0.00	
BSUR	Surrey Public Libraries	$0.00	Photocopy – $0.50 per page to a maximum of 50 pages, $5.00 minimum charge/ Replacement – Cost of item + service charge
SWSE	Southeast Regional Library	$0.00	Replacement – $5.00 - $30.00 or cost of item
AENABC	Taylor University College and Seminary, Schalm Memorial Library	NO LOAN	
BTE	Terrace Public Library	$0.00	Replacement – Cost of item + $10.00
MTP	The Pas Regional Library	$0.00	
BKCC	Thompson Rivers University, Kamloops Campus, Library	$8.50	Replacement – Contact library
BKCT	Thompson-Nicola Regional District Library System, Library Administration	$0.00	Replacement – Hard cover: $25.00; soft cover: $5.00
OTHORO	Thorold Public Library	$0.00	Photocopy – $0.25 per page / Replacement – Cost of item + service charge
OTP	Toronto Public Library	$0.00	Photocopy – $10.00 min. charge
OHT	Township of Hornepayne Public Library		
OERT	Township of Russell Public Library, Emburn Branch	$0.00	Photocopy – $0.25 per page / Replacement – Cost of item + $5.00 service charge
BT	Trail & District Public Library	$0.00	Replacement – Cost of item + $3.00
OPET	Trent University, Thomas J. Bata Library	$0.00	
BTR	Tumble Ridge Public Library	$0.00	

OWOBC	Tyndale University College and Seminary, J. Williams Horsey Library	$15.00	Photocopy – $6.00 min. charge, $0.20 per page / Replacement – Cost of item + service charge
OTCC	United Church of Canada Archives	NO LOAN	
QMU	Université de Montréal, Direction des bibliothèques	$25.00	Replacement – Cost of item + $35.00 service charge
MSC	Université de Saint-Boniface, Bibliothèque Alfred-Monnin	$10.00	On September 1st, 2011, Collège universitaire de Saint-Boniface adopted the name "Université de Saint-Boniface" (USB) in accordance with a new provincial law.
QSHERC	Université de Sherbrooke, Bibliothèque des sciences de la santé	$25.00	
QTU	Université du Québec à Trois-Rivières, Bibliothèque	$25.00	Replacement – Cost of item + $25.00 service charge
QRUQR	Université du Québec en Abitibi-Témiscamingue, Bibliothèque	$12.00	Replacement – Cost of item + service charge
QQLA	Université Laval, Bibliothèque des sciences humaines et sociales	$25.00	Replacement – Cost of item + $25.00 service charge
QQLAS	Université Laval, Bibliothèque scientifique	$25.00	Replacement – Cost of item + $25.00 service charge
AEU	University of Alberta, Rutherford Library	$0.00	
AEUL use AEU	University of Alberta, John A. Weir Memorial Law Library	$5.00	All ILLs are processed through AEU
AEUSJ use AEU	University of Alberta, Saint-Jean Library	$0.00	All ILLs are processed through AEU
AESJC use AEU	University of Alberta, St. Joseph's College Library	$0.00	All ILLs are processed through AEU
BKU	University of British Columbia Okanagan, Library	$12.00	
BVAU	University of British Columbia, Walter C. Koerner Library	$12.00	
BVAUW	University of British Columbia, Woodward Biomedical Library	$12.00	
ACU	University of Calgary, Library	$0.00	
ACWHKC	Univeristy of Calgary, Women's Health Knowledge Centre	??	
OGU	University of Guelph, McLaughlin Library	$10.00	
NSHK	University of King's College, Library	$8.00	
ALU	University of Lethbridge, Library	$0.00	
MWUEN	University of Manitoba Libraries, D.W. Craik Engineering Library	$10.00	Photocopy – $10.00 per article / Replacement – Cost of item + service charge
MWDL	University of Manitoba Libraries, Deer Lodge Centre, J.W. Crane Memorial Library	$10.00	Photocopy – $10.00 per article / Replacement – Cost of item + service charge
MWU	University of Manitoba Libraries, Elizabeth Dafoe Library	$10.00	Photocopy – $10.00 per article / Replacement – Cost of item + service charge
MWM	University of Manitoba Libraries, Neil John Maclean Health Sciences Library	$10.00	Photocopy – $10.00 per article / Replacement – Cost of item + service charge
NBFU	University of New Brunswick, Harriet Irving Library	$8.00	Replacement – Cost of material + $25.00
NBSU	University of New Brunswick, Hans W. Klohn Commons	$8.00	Replacement – Cost of material + $20.00
BPGUB	University of Northern British Columbia, Geoffrey R. Weller Library	$10.00	
OOUH	University of Ottawa, Health Sciences Library	$10.00	
OOU	University of Ottawa, Morisset Library	$10.00	
PCU	University of Prince Edward Island, Robertson Library	$8.00	Replacement – Cost of item + $20.00
SRU	University of Regina, Dr. John Archer Library	$0.00	
SSU	University of Saskatchewan, Libraries	$10.00	Replacement – Cost of item + $40.00
SSUM	University of Saskatchewan, Health Sciences Library	$10.00	Replacement – Cost of item + $40.00
OTSTM	University of St. Michael's College, John M. Kelly Library	$20.00	Replacement – $145.00
OSUU	University of Sudbury, Library	NO LOAN	

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BCLF	University of the Fraser Valley, Library	$10.00	
OME	University of Toronto Mississauga, Library	$20.00	Replacement – $145.00
OTSCC	University of Toronto Scarborough, Library	$20.00	Replacement – $145.00
OTUSA	University of Toronto, Faculty of Architecture, Landscape and Design, Moffat Library	$20.00	Replacement – $145.00
OTUH	University of Toronto, Gerstein Science Information Centre	$20.00	Replacement - $145.00
OTU*	University of Toronto, John P. Robarts Research Library (Humanities and Social Sciences)	$20.00	Replacement – $145.00
OTUNE	University of Toronto, Noranda Earth Sciences Library	$20.00	Replacement - $145.00
OTTC	University of Toronto, Trinity College, John W. Graham Library	$20.00	
OTUUC	University of Toronto, University College, Laidlaw Library	$20.00	
BVIV	University of Victoria, McPherson Library	$10.00	
OWTU	University of Waterloo, Library	$10.00	Replacement – $64.00-$108.00
OLU	Western University, Western Libraries	$25.00	Replacement – Cost of item + service charge
OWA	University of Windsor, Leddy Library	$10.00	Replacement – Cost of item + $15.00 service charge
MWUC	University of Winnipeg, Library	$0.00	
MMVR	Valley Regional Library	$0.00	
BVAVCC	Vancouver Community College, Library	$0.00	
BNVI	Vancouver Island Regional Library	$0.00	
BNM	Vancouver Island University, Library	$0.00	Replacement – Cost of item + $25.00 service charge
BVA	Vancouver Public Library	$0.00	Replacement – Cost of item ($15.00 min. charge) + $12.00 service charge
BVAST	Vancouver School of Theology, H. R. MacMillan Theological Library	$11.00	
OMAP	Vaughan Public Libraries, Maple Branch	$0.00	Replacement – Cost of item + $5.00
OTV	Victoria University, E.J. Pratt Library	$20.00	Replacement – $75.00
OWAT	Wainfleet Township Public Library	$0.00	
SPANC	Wapati Regional Library System	$0.00	
OWAB	Wasaga Beach Public Library	$0.00	
OWTU	Waterloo Public Library (Ontario)	$0.00	Replacement – Cost of item + service charge
QW	Waterloo Public Library (Quebec)	NO LOAN	
OWE	Welland Public Library	$0.00	
OABWC	Wellington County Library, Aboyne Branch	$0.00	Replacement – Cost of item + $5.00 service charge
OAWC	Wellington County Library, Arthur Branch	$0.00	Replacement – Cost of item + $5.00 service charge
OFERW	Wellington County Library, Centre Wellington Branch	$0.00	Replacement – Cost of item + $5.00 service charge
OEWC	Wellington County Library, Elora Branch	$0.00	Replacement – Cost of item + $5.00 service charge
OMFWC	Wellington County Library, Mount Forest Branch	$0.00	Replacement – Cost of item + $5.00 service charge
OPWC	Wellington County Library, Palmerston Branch	$0.00	Replacement – Cost of item + $5.00 service charge
OSFAR	West Nipissing Public, Sturgeon Falls Branch	$0.00	Replacement – Cost of item + 50%
BWV	West Vancouver Memorial Library	$0.00	Replacement – Cost of item + $10.00 service charge + GST
NSY	Western Counties Regional Library	$0.00	Replacement – Contact library: insy@nsy.library.ns.ca
MBW	Western Manitoba Regional Library, Brandon Branch	$0.00	
QWSMM	Westmount Public Library	$0.00	
SSW	Wheatland Regional Library, Central Branch	$0.00	Replacement – Hard cover: $32.00; soft cover: $7.00; trade paperbacks: $18.00; essays: $15.00; talking books: $22.00

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OWHP	Whitby Public Library	$0.00	Replacement – Cost of item + $6.00 processing fee
OSWS	Whitchurch-Stouffville Public Library	$0.00	
OWTL	Wilfrid Laurier University, Library	$10.00	Replacement – Cost of item + $49.00 service charge
OW	Windsor Public Library, Central Library	$10.00	Replacement – Cost of item + $10.00 service charge
MW	Winnipeg Public Library	$0.00	Replacement – Cost of item + $5.00
NWY	Yellowknife Public Library	$0.00	Replacement – Cost of item + $10.00 service charge
NBFYR	York Library Region	$0.00	
OTY	York University, Resource Sharing Department, Scott Library	$12.00	
YWC	York College, Resource Centre	$0.00	

Removing Saved Passwords from Firefox
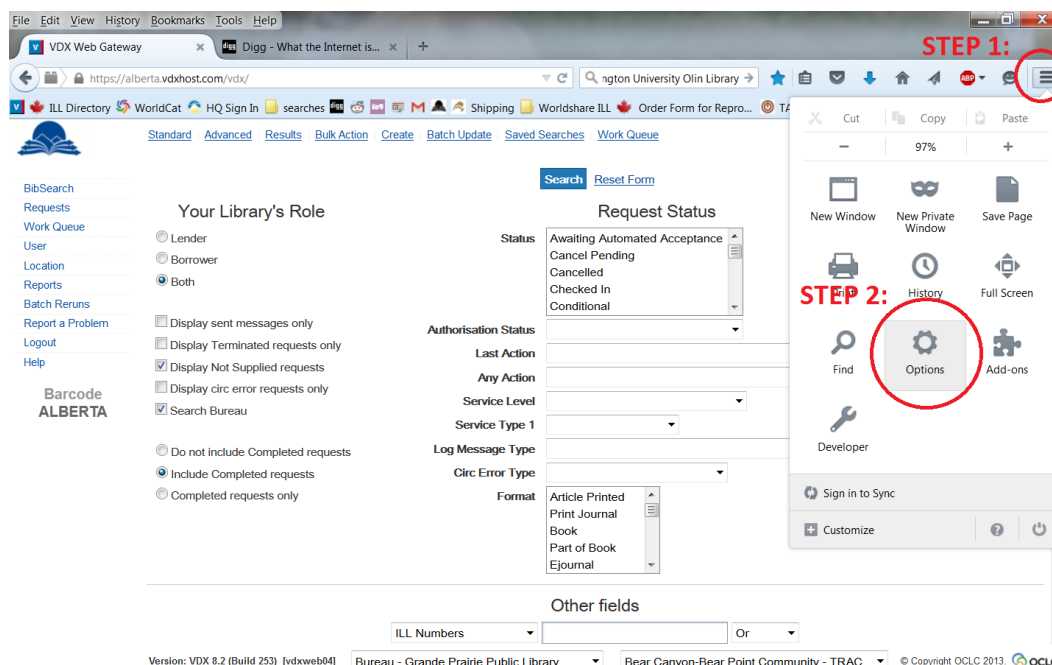
STEP 1: The three horizon bars in the top right corner will open the firefox menu panel shown above.

STEP 2: Click on 'Options'
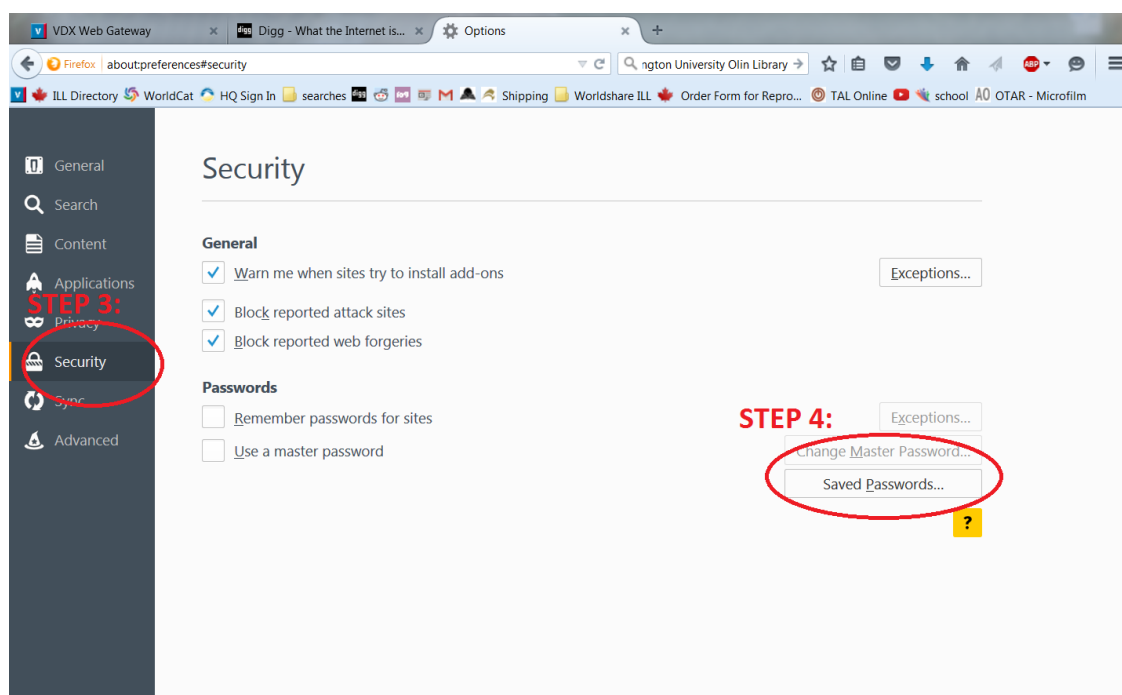
STEP 3: From the list on the left, select Security.

STEP 4: On the Security page, click on 'Saved Passwords…" in the bottom right corner.
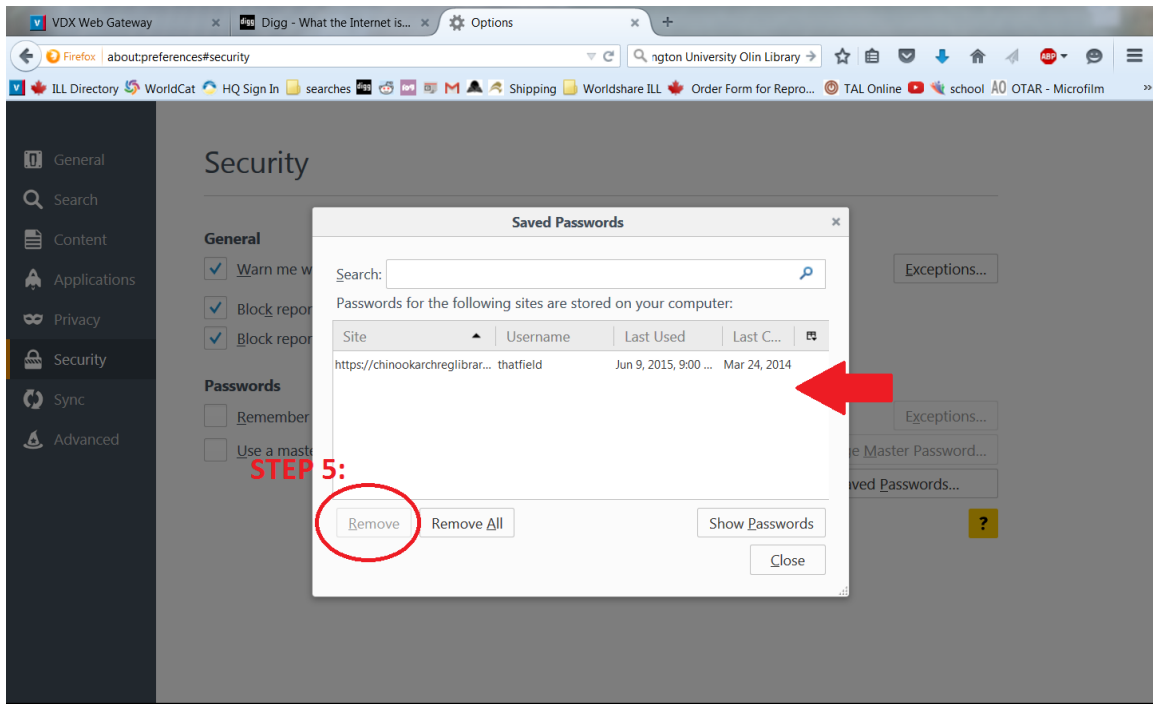
STEP 5: If the VDX password is being saved by Firefox, the VDX website will show up in this list. Click on the VDX address (in that list) and then click the "Remove" button in the bottom left corner.

Click on "Close" and you're done.

VDX and New Barcodes

Patron barcodes for existing accounts cannot be changed in VDX.

Scenario 1: The patron already has a VDX account with an old barcode and no pending requests:
- If the patron has a new TRAC library card (new barcode), before you place a new request, you will delete their 'old' account (if they have one) and create a new account in VDX with the new TRAC card barcode number.
- If they are keeping their old barcode, you do not have to do anything different. Continue to place requests as usual.

Scenario 2: If the patron already has a VDX account with an old barcode and has requests pending:
- Leave the old account with the pending request(s): you cannot change this barcode. You can look up the patron contact information in Polaris when the item arrives if the VDX barcode does not match the VDX patron account.
- Once a month OCLC runs a report to remove any users with "DELETE" as the last name (screenshot below). If the patron has an active VDX request with the old barcode, the user record will not be deleted until that request is finished (Not supplied or checked back in).

Scenario 3: For new VDX requests for patrons who have a new TRAC library card:
- You will create a new VDX account for the patron with the new TRAC card barcode.
- The new cards will not impact TAL because rather than checking the patron record in VDX, TAL checks the patron record found in Polaris. This means that even if the patron had a VDX account with an old barcode, a new user record will automatically be created in VDX with the new barcode. As mentioned you will delete the old profile in VDX and create a new patron account with the new barcode. (Open up the patron record -> **Edit** -> enter **DELETE** in the surname field and click **Save**).

Please contact Direct Services with any questions:

Nancy Smith
Direct Services
directservices@marigold.ab.ca
1-855-934-5334 ext. 230

Policy for VDX ILLO Fees

Marigold will pay up to $30.00 yearly (per patron) for interlibrary loan fees.
Please forward invoices directly to Marigold Library System Headquarters.

Patrons can be notified by the member library, if there are any above costs for borrowing (which also include out- of- province, U.S., and international). These associated fees would be charged to the patron upon approval by the member library.

<u>**Limits on what can be borrowed:**</u>

- Titles that have been published in the past year are only available for interlibrary loan within the province providing the library is willing to lend
- Titles that are too popular (i.e., all locations have their copy/copies in use) cannot be borrowed
- Libraries cannot borrow titles which they or their system owns **unless** those titles are currently in a status like "lost", "in repair", "missing", etc. If an item is not available currently because it is checked out, please advise your patron to place a hold rather than request an ILL