

# Halton Hills Public Library

## Self Serve Interlibrary Loan

### What is Self Serve Interlibrary Loan (ILL)?

Ontario public libraries share their resources through the INFO Interlibrary Loan system which is provided by Southern Ontario Library Service (SOLS) and Ontario Library Service-North (OLSN) with funding from the Ontario Ministry of Culture.

### Getting Started

Ask an Information Services staff member to:

- arrange to setup a Self Serve ILL account
- schedule a training session on how to use the Self Serve ILL interface

### Accessing the INFO Catalogue

1. Go to ***www.library.hhpl.on.ca***
2. Select ***Adults***
3. Click on ***Self Serve Interlibrary Loan***
4. Select ***Search the Self Serve Interlibrary Loan Catalogue (INFO)***
5. Select ***Sign In***
6. Enter your ***User ID*** (the significant digits from your library card) \_\_\_\_\_
7. Enter your ***Password*** (the last four digits of your phone number) \_\_\_\_\_
8. Under Authentication Service, select ***Halton Hills Public Library*** from the drop-down menu

Currently many libraries do not loan materials published within the past year. Please complete a Purchase Suggestion Form and your name will be added to the holds list.

Currently, many libraries do not loan non-print materials including audiobooks, dvds, and cd-roms. Please consult the SOLS' Media Interloan List or contact the Information Services Desk for assistance in placing your request.

**Acton Branch**  
17 River Street  
Acton, Ontario  
L7J 1C2  
519-853-0301



**Georgetown Branch**  
9 Church Street  
Georgetown, Ontario  
L7G 2A3  
905-873-2681

Requests for items owned by HHPL can not be processed. If an item shows as Missing, please contact the Library.

### Advanced Search

1. Select **Advanced Search** from the menu
2. Enter the Title, Author, ISBN, or Subject of your search.
3. Under Profile, select your **home profile**, which includes HHPL, **SOLS Bruce/Wellington/Peel [shared]** to search first. If the item you want isn't found, search again under a different profile.
4. Check the boxes next to the libraries you wish to search
5. Select **Go**

### Requesting an Item

1. Locate the item
  2. Select **Details** and verify that this is the correct item
- NOTE: Items that are CHECK OUT are not available for loan.**
1. Check to see if the item has an **ISBN** number listed.
- NOTE: If there is not an ISBN your request will not be filled.**
4. Select **Get It**
  5. Select your desired pickup location from the drop-down list at the bottom and select **Submit**

### Check the Status of Your Request

1. In the **INFO Catalogue**, select **My Requests** then **Submit**
2. A list of your current requests will appear. Requests that have been filled are deleted once the item is returned.
3. Refer to the **Procedure Notes for Patrons Guide** for an interpretation of the status of your request.
4. If the item is not available, contact the Library. We can expand the search to other provinces and countries. Occasionally there is a fee from the lending library for this service.

### When Your Item Arrives

If you signed up for **Email Notification**, you will receive an email when the item is received at the Library. Depending on your pickup location, please wait until you have received a **phone call** from our student pages (approximately 1-2 days). The item will be placed on the **holds shelf** for 7 days.

### Need to Cancel a Hold?

- Contact the Interlibrary Loan Department directly at 905-873-2681 ext. 2516 with your name, phone number, and the title of the item.

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