



Virtual Online Community Library (VOCaL)

User Guide

for placing Interlibrary Loan Requests



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

anytime, anywhere

**from home
from work
from school
from a VOCaL kiosk**



**from anywhere there is
internet access**



is the bibliographic catalogues and Interlibrary Loan system
of Ontario public libraries in partnership with
Ontario Library Service-North and Southern Ontario Library
Service with support from the Ministry of Culture.

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Sign-In Procedure

1. Use the link on the VOCaL website located on the **Find a Book** page to go to:
<http://info.vdxhost.com/en/zportal>



2. Once connected, select **Sign In** on the left side panel of the Welcome screen.
 - Enter your User ID - the 14 digit barcode number on the VOCaL library card that was provided when you registered to become a member of the Virtual Online Community Library.
 - Enter the password that was provided to you by VOCaL when you registered. Passwords are case sensitive so be aware of upper or lower case entry.
 - Authentication Service: Select the name of the Authentication Service your user account is registered with from the drop down menu.

Your Authentication Service library is **Virtual Online Community Library**.



TIP: Type first letter of your home library name to advance on the list and limit scrolling.

Sign-in

User ID:

Password:

Authentication Service: Virtual Online Community Library ▼

SUBMIT

Example sign-in of a user registered with Virtual Online Community Library

General Screen Navigation

- First screen after log-in is always the **Standard Search** screen
- Left panel buttons are to choose an activity
- Browser BACK button is not used in INFO



This is the first screen that opens once you have successfully signed-in to INFO

Selecting a Search Profile

Note: A user who is registered with Virtual Online Community Library would use the **OLS-North [shared]** profile as their “get started” profile.

- Users should always start a search with their logical “get started” profile. Select a different profile in the list to search against ONLY IF you do not get the desired results from your “get started” profile. If you get results in your get started profile it is not necessary to search again using alternate profiles.
- Open the Current Profile drop down list and select the grouping of library catalogues that best represents your geographic area.



Standard Search

A standard search is **key word** appearing any where within the bibliographic record. You can enter words randomly in any order or you can term browse words in a specific order by putting quotation marks around the words. Results are more specific depending on what you enter.



TIP: *The more you enter, the less you get. By adding author's surname to a few key words in a title you get more precise results.*

Example: Suppose you want Dr. Phil McGraw's book titled "Life strategies: doing what works, doing what matters"

You enter - **Life strategies**
 You enter - **"Life strategies"**
 You enter - **Life strategies McGraw**

Many results
 Fewer results
 Even fewer results

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

Standard Search

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

Search Term: mother daughter identity Friday

GO!

Advanced Search

Advanced search uses selectable fields and Boolean operators to retrieve more precise results.

For instance, if you want to view only psychology books on mother daughter relationships you can retrieve that using **Advanced Search** and Boolean operators.

Advanced Search

Field	Search Term	Operator
Subject Heading ▼	mothers and daughters	and ▼
Subject Heading ▼	Women Psychology	and ▼
Subject Heading ▼		

Refinement: ☐ On ☒ Off


Records per page: 10 ▼

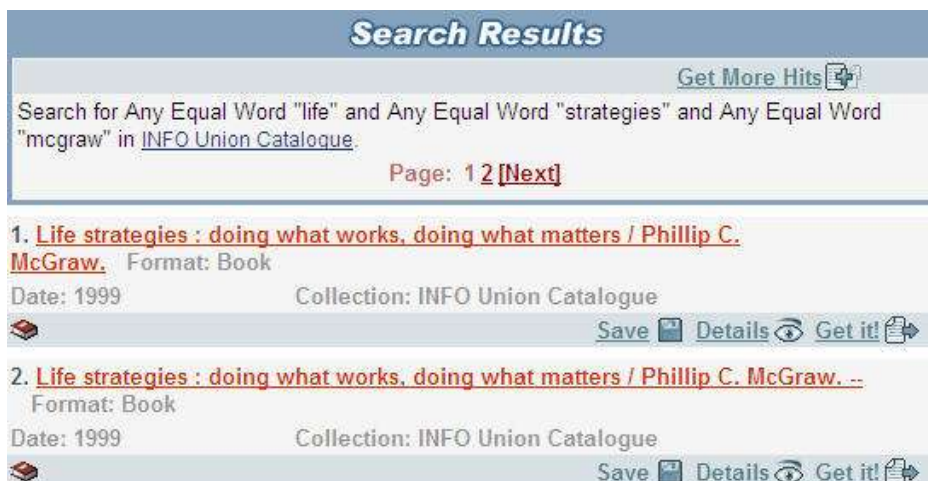
GO!

[PowerSearch](#) [PowerSearch](#) [PowerSearch](#)

[RESET](#) [Standard Search](#)

Viewing Search Results

- To browse through multiple pages of search results, select **Page: 1 2 3 [Next]** at the top or the bottom of the screen.
- Select the title hotlink or the [Details](#)  link on the displayed result to see full details



Search Results



[Get More Hits](#)

Search for Any Equal Word "life" and Any Equal Word "strategies" and Any Equal Word "mcgraw" in [INFO Union Catalogue](#).

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

1. [Life strategies : doing what works, doing what matters / Phillip C. McGraw.](#) Format: Book
Date: 1999 Collection: INFO Union Catalogue
[Save](#) [Details](#) [Get it!](#)
2. [Life strategies : doing what works, doing what matters / Phillip C. McGraw. ...](#) Format: Book
Date: 1999 Collection: INFO Union Catalogue
[Save](#) [Details](#) [Get it!](#)

Record "Details" screen

- You can navigate in full details mode, using [Previous Record](#) and [Next Record](#)
- You can [Save](#)  a particular record into a Saved List to print, email, or request later.
- You can place an interlibrary loan request for an item using the [Get it!](#)  link.
- You can select the [Author](#) and [Subject](#) hot links to search for similar records.

For instance, if you select [Mothers and daughters](#) subject link you will get search results for every record with that subject heading from the collections in the chosen profile. Some of them are psychology books but some of them are children's picture books.



Record Details

[\[Previous Record\]](#) Record 4 of 10 [\[Next Record\]](#)
Collection: INFO Union Catalogue

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

Title: [My mother/my self : the daughter's search for identity / Nancy Friday.](#)

Authors: (Click on an item to perform a search for similar records.) [Friday, Nancy.](#)


Imprint: New York : Delacorte Press, c1977.


Description: xviii, 425 p. ; 24 cm.


Notes: Bibliography: p. 421-425.

Subjects: (Click on an item to perform a search for similar records.) [Love, Maternal.](#)
[Mothers and daughters.](#)
[Sex \(Psychology\)](#)
[Women -- Psychology.](#)

Creating a Request from Search Results

- If you want to place an Interlibrary Loan request, select a record from the search results by using the [Get it!](#)  link.
- Occasionally, you may need to change the default service of “Loan” to “Copy” if you were requesting photocopies from a journal.
- There is rarely anything you need to add to this form. Just select **SUBMIT**, either at the top or bottom of the form and your request will be issued.

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

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

Confirmation that request was successfully submitted

- After you use the **SUBMIT** button the INFO system will respond with “Your request has been successfully submitted” and assigns an ID number to your request.

New Request	
Your request has been successfully catalogued.	
The system has assigned an id of 2586143 to the request.	
Use the My Requests option to track the status of this request.	
Request Details	
-- LOAN Request -- 08 MAR 2006 --	
Request Number: 2586143	
Further Information	
This item is not needed 23 SEP 2006 after:	
Special Instructions: DEF_C N	
	



TIP: It is not necessary to print the request confirmation or make a note of the request number. You can browse the requests that you have in the system anytime you like without knowing the request ID numbers.

Creating a Request from scratch

Occasionally, you may not find an item after searching against all the possible search profiles. You can still submit a request for it.

- Select **Create Request** under “My Account” in the left side panel. This will invoke a blank form for you to fill in.
- It is mandatory to fill in Title and Author. You may not know other publishing details.
- IMPORTANT - Add extra information in the Additional Information section, such as:
 - read a review in Toronto Globe and Mail last week
 - saw author interviewed on Oprah TV show last week
 - this is not a brand new book but possibly published within the past 5 years
- Requests submitted using the blank “Create Request” form are flagged in the system for library staff attention. Library staff will try to verify the request and find lending locations.

Optional Features for Working with Search Results

There are additional features for working with your search results that you may find handy to use. However, using these features is **COMPLETELY OPTIONAL**.


Using * to expand search terms (OPTIONAL)

You may want to experiment with using the * as a wildcard in your search. This example is an Advanced subject search for a specific dog breed. Adding an asterisk on the end of the word facilitates retrieving bibliographic hits with the word “schnauzer” or the plural “schnauzers” in the subject heading.

Advanced Search			
Field	Search Term	Operator	
Subject Heading	miniature schnauzer*	and	PowerSearch

Checking Search Status (OPTIONAL)

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



Search

[Standard Search](#)

[Advanced Search](#)

[Search History](#)

Results

[Search Results](#)

[Sort Options](#)

[Merge Duplicates](#)

[Search Status](#)

My Account

[Saved List](#)

[Saved Searches](#)

[Create Request](#)

[My Requests](#)

[Search Profiles](#)

[Account Details](#)

[Sign Out](#)

[Help](#)

Results / Search Status

Search Status				
Presenting : Result contains 34 out of 34 hits				
Target:	Status:	Total Hits:	Fetches Hits:	Requested Hits:
INFO Union Catalogue	Search Complete	17	17	17
Bradford West Gwillimbury Public Library	Error	0	0	0
Georgina Public Library	Search Complete	0	0	0
Toronto Public Library	Search Complete	13	13	13
Whitchurch-Stouffville Public Library	Search Complete	0	0	0
Barrie Public Library	Search Complete	1	1	1
Huntsville Public Library	Connecting	0	0	0
Oshawa Public Library	Search Complete	3	3	3

Merging Duplicates in the search Results (OPTIONAL)

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



Merge Duplicates

Number of records to Merge (max 1000):

MERGE

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

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

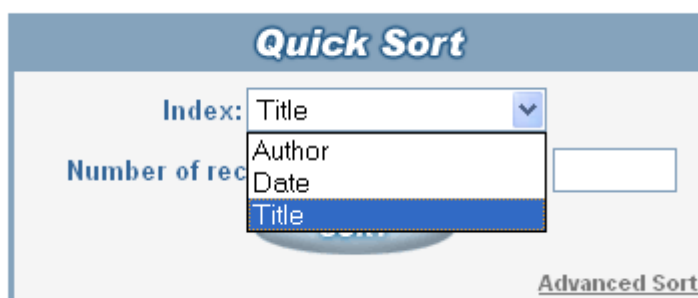


Page: 1 2 3 [Next]			
Status: Search Complete	Total Hits: 34	Total Returned: 22	Duplicates: 12

Sorting Search Results (OPTIONAL)

It is not necessary but you have the option to select Sort Options under “Search Results” in the left side panel to arrange your results in the manner you wish.

- Perhaps you want to see if there are several titles by the same Author or you would like to sort by Date so the most recently published items are at the top of the list.



Quick Sort

Index:

Number of records:

Author
Date
Title

Sort

Advanced Sort

Using Filter Options (OPTIONAL)

You can filter bibliographic search results by format, language and audience level. In Standard Search, you can filter on a result set. In Advanced Search, you can specify filters before executing the search.

Example: Finding a Large Print edition of “Tristan Betrayal” by Robert Ludlum

1. Enter few key words from title and author in a Standard search.

Search Term:

2. AFTER the result set displays, select “Filter Options” under Results in left panel. Select Format(s) to open the option list. Use Clear all and then select “Large Print Book”.

Filter Options

Limit results by date: ☐ Specific year:
☐ Range of years from: to

Format(s): [click to scroll list of options](#)

☐ Report
☒ Large Print Book
☐ Braille Book

[Select all](#) [Clear all](#)

Language(s): [click to scroll list of options](#)

Level(s): [click to scroll list of options](#)

GO!





3. The original result set of 21 is reduced to the selected format. In this example, 3 Large Print results and 18 results filtered out because they are not Large Print.

1. The Tristan betrayal / Robert Ludlum. -- Format: Large Print Book														
Date: 2004	Collection: INFO Union Catalogue													
	Save	Details	Get it!											
2. The Tristan betrayal / Robert Ludlum. Format: Large Print Book														
Date: 2004	Collection: INFO Union Catalogue													
	Save	Details	Get it!											
3. The Tristan betrayal / Robert Ludlum. Format: Large Print Book														
Date: 2004	Collection: INFO Union Catalogue													
	Save	Details	Get it!											
<table border="1"> <thead> <tr> <th>Status:</th><th>Total Hits:</th><th>Total Returned:</th><th>Total Filtered:</th><th>Duplicates:</th></tr> </thead> <tbody> <tr> <td>Search Complete</td><td>3</td><td>3</td><td>18</td><td>0</td></tr> </tbody> </table>					Status:	Total Hits:	Total Returned:	Total Filtered:	Duplicates:	Search Complete	3	3	18	0
Status:	Total Hits:	Total Returned:	Total Filtered:	Duplicates:										
Search Complete	3	3	18	0										


Search History (OPTIONAL)

It is not necessary but you have the option to view a history list of the searches you have performed during your logged in session. When you end your session by signing off, this history is cleared.




- You can view this list by selecting **Search History** under “Search” in the left side panel.
- You can **Re-Run** a search from History or **Edit** it by changing some of the details or the profile used to search against.

Search History	
Choose from the options below to edit or re-run your search	
Search Term:	Any Equal Word "hair" and Any Equal Word "design"
Collections:	INFO Union Catalogue
Edit  Re-run 	
Search Term:	Any Equal Word "yoga" and Any Equal Word "for" and Any Equal Word "beginners"
Collections:	INFO Union Catalogue
Edit  Re-run 	

Saving the entire Search for future reference (OPTIONAL)

It is not necessary but you have the option to use the [Save Search](#)  link on search results to save the search for future reference. Saved searches are saved indefinitely, until the user deletes them.


- You can see your saved searches by selecting **Saved Searches** under “My Account” in the left side panel.
- You can **Re-Run** the search as it was originally run or **Edit** the search to change how it was composed or to select a different search profile to run it against.

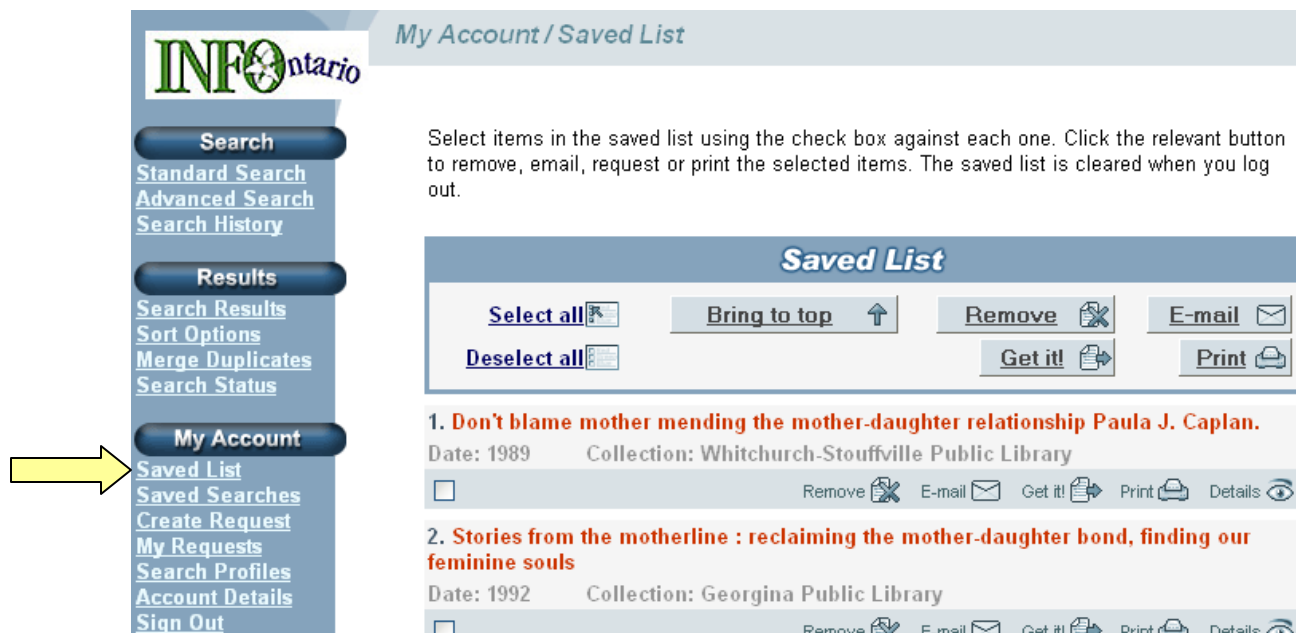
Saved Searches	
Choose from the options below to edit, re-run or delete your search.	
Search Term:	Subject Heading Equal Word "dog" and Subject Heading Equal Word "training" and Subject Heading Equal Word "puppies"
Collections:	Barrie Public Library, Bradford West Gwillimbury Public Library, Georgina Public Library, Huntsville Public Library, INFO Union Catalogue, Oshawa Public Library, Toronto Public Library, Whitchurch-Stouffville Public Library
Last Used: 8:03:39 PM on March 13, 2006	
Edit  Re-run  Delete 	

Example of Saved Search screen

Saved List (OPTIONAL)

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

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



INFO Ontario My Account / Saved List

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

Saved List

[Select all](#) [Bring to top](#) [Remove](#) [E-mail](#)
[Deselect all](#) [Get it!](#) [Print](#)

- Don't blame mother mending the mother-daughter relationship Paula J. Caplan.**
 Date: 1989 Collection: Whitchurch-Stouffville Public Library
☐ [Remove](#) [E-mail](#) [Get it!](#) [Print](#) [Details](#)
- Stories from the motherline : reclaiming the mother-daughter bond, finding our feminine souls**
 Date: 1992 Collection: Georgina Public Library
☐ [Remove](#) [E-mail](#) [Get it!](#) [Print](#) [Details](#)

Cancelling a request

If a request is “New” or “Pending” (has not yet been shipped by a lending library) you can cancel it by selecting [Cancel](#) link on the request itself. Click Submit on the next screen that presents to follow through on the cancellation or select Cancel on the next screen if you wish to abort the cancellation.




Cancel [View](#)

ILL Number: 2602925
 Title: [Marie Antoinette](#)
 Author: Lasky, Kathryn.
 Status: Pending

ILL Number: 2602925
 Title: [Marie Antoinette](#)
 Author: Lasky, Kathryn.
 Status: Cancelled
 Circulation Status: Request No Longer Required
 Needed by: 30 Oct 2009

Cancelled requests are stamped "Request No Longer Required"

How is your request doing?

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

My Account / My Requests / Requests List

Requests List

7 requests found

Page: [\[Previous\]](#) [1](#) [2](#)


[Cancel](#)  [View](#) 

ILL Number: 2602862
Title: [Heart-friendly cooking, low in fat & sodium](#)
Author: Paré, Jean, 1927-
Status: Shipped
Circulation Status:
Date Due: 21 Apr 2010

[Cancel](#)  [View](#) 

ILL Number: 2602819
Title: [You can be happy no matter what](#)
Author: Carlson, Richard, 1961-2006
Status: Pending
Circulation Status:
Needed by: 18 Oct 2009

Interpretation of Request Status

Status:	New means that the request has not yet been fully processed into the VDX system by Ontario Library Service ILL Unit staff.
Status:	Pending means the request is pending action from a potential lending library
Status:	Cancelled means that a cancellation was submitted for an item no longer wanted
Status:	Shipped means that a lending library has agreed to lend the item and is shipping it to you. The item is on its way.
Title:	<u>*SELECT VIEW TO SEE NOTE</u> in front of the title means you should select the View  link on the request to open full details screen. Scroll down to the Notes section to see information provided by the library's interlibrary loan department staff.

What to do when you get a book in the mail

1. Keep the bubble pack padded envelope that the item was mailed in to use when you return the item.
2. Keep the **Return Postage Paid** return mailing label that was sent with the book to affix to the return parcel.

*See below for instructions if the parcel does not contain the return mailing label.
3. Make note of the due date on the packing slip that was sent with your requested item. This is the date that the item is due back to the lending library. Please put it in the return mail 3-5 days before the due date to allow the item to get back to the lending library in time.

Returning the borrowed item

1. Write "Returning" anywhere on the packing slip that came with the book that noted the request details, lending library and due date. Put it inside the book for the lender's reference when they are handling the returned item.
2. Package item in padded mailing envelope that it arrived in. Securely tape the parcel closed.
3. Remove the old "Ship To" address label and replace it with Library Books "Return Postage Paid" label. This label is the upper portion of the shipping label that was sent with the book.
4. Tape the pre-paid return label on the package, making sure it is securely affixed with tape around all of the outside edges to prevent the label from being caught and torn off during handling.
5. Retain the lower portion of the shipping manifest (below the dashed cutting line) that contains the Item ID number to facilitate tracing lost parcels through Canada Post. Write the title, lending library and date it is being returned on this slip and save it in case there are follow-up inquiries.
6. The parcel can be taken to your nearest Canada Post parcel delivery outlet for mailing.
* No additional postage needs to be purchased to return the item when you have a Library Books "Return Postage Paid" label on the package.

What to do if the Return Postage Paid mailing label has been misplaced

Occasionally the lending library forgets to include the Return Postage Paid mailing label when the book is packaged for mailing to you or it might get misplaced while the item is in your possession.

1. Call or email the VOCaL Interlibrary Loan Help Desk. Contact information is on the last page of this user guide.
2. Provide the title of the book and the name of the lending library.
3. HelpDesk will email you a PDF file of the return mailing label that you can print and use to return the item.

Example of the Return Postage Paid mailing label

Upper
portion
goes
on
parcel

From/Expéditeur:

JANE DOE
32 AVERY LANE
PO BOX 1456
MOOSONEE ON P0R 1B0

Online EST / En ligne O.E.E. V9.4.0

**Library
Books**

**Livres de
bibliothèque**

3

CANADA POST
POSTES CANADA
0001001549

Return Postage Paid/Port de retour payé
No Manifest Required / Manifeste non requis

Weight/Poids:
2.000 kg

Order / Commande: D030048375
Customer Ref / No. réf. client: VDX # 45678
Reference / Référence: VDX # 45678

To /Destinataire:

Timmins Public Library
320 Second Avenue
Timmins ON P4N 8A4

1001 5496 9907 5952



ATTENTION

SIGNATURE REQUIRED
SIGNATURE REQUISE



P4N

Sender warrants that this item does not contain dangerous goods.
L'expéditeur garantit que cet envoi ne contient pas de matières dangereuses.

Item Id of your parcel.

1001 5496 9907 5952

Numéro d'identification de votre article.

INSTRUCTIONS

1. Choose a box designed for shipping.
2. Wrap your items so that they are secure in the box and seal the box using proper shipping tape.
3. Cut the label on the dotted line and retain the bottom half for tracking purposes.
4. Tape the label so it appears squarely on the largest side of the box (do not bend it around sides or end of box). Do not tape over any part of the barcode on the label.
5. Take the parcel to a Canada Post retail outlet for shipping. All items except Priority Courier may also be deposited in a Street Letter Box.

1. Choisissez une boîte conçue pour l'expédition.
2. Embalquez solidement vos articles dans la boîte et scellez le tout avec du ruban d'expédition.
3. Découpez l'étiquette le long du pointillé et conservez la partie inférieure pour suivi.
4. Apposez l'étiquette pour qu'elle paraisse entièrement sur le côté le plus grand de la boîte (ne pas la replier sur les côtés). Ne recouvrez aucune partie du code à barres de l'étiquette.
5. Apportez le colis à un comptoir postal de Postes Canada pour expédition. Tous les envois sauf ceux des Messageries Prioritaires peuvent être déposés dans une boîte aux lettres publique.

A barcode should be printed on the label because Delivery Confirmation is selected.
If no bar code is visible, please contact the help desk at 1-800-277-4799 for assistance.
Un code à barres devrait être imprimé sur l'étiquette lorsque la confirmation de livraison est choisie.
Si le code à barres n'apparaît pas, veuillez communiquer avec le service d'assistance au 1-800-277-4799.

Order / Commande: D030048375

Yonder comes the train

*Mailed back to Timmins
library Oct 24/09*

Write title and
date you mailed
item back to the
lending library on
this slip and keep
for your reference

Cut on
dashed
line.





Retain
lower
portion to
trace lost
parcels

Troubleshooting access problems

Check browser version

- Go to Help menu at the top of your opened browser.
- Under Help you will usually see "About....".
- Select "About" to see the version of the browser you are currently using.

Legend

	Supported
	Currently supported but support will be discontinued in next major release
	Not supported
	Not fully tested – contact OCLC (UK) for details

Browsers

Note

	IE 5.5	IE 6.0	IE 7.0	Firefox 1.x	Firefox 2.x	Firefox 3.x	IE 5.2 Mac	Firefox 1.0 Mac	Firefox 2.0 Mac	Safari 1.2 MAC X	Safari 2.0 MAC X
OLIB WebView 2.6.1											
OLIB WebView 2.6.2											
VDX /ZPORTAL 3.1											
VDX /ZPORTAL 3.2.1											
VDX /ZPORTAL 4.0 aka "Mars"											
VDX /ZPORTAL "Jupiter"											

Browser navigation buttons

The browser BACK button can not be successfully used to navigate. Use zPortal navigation buttons.

Check Internet Explorer Settings

- Verify that the settings in Tools > Internet Options > Privacy tab are set to "Medium" or "Low" or at least that "<http://info.vdxhost.com/en/zportal>" is set in the web sites to allow cookies.
- Verify Tools > Internet Options > General Tab > Browsing History > select "Settings" button. Under "Check for newer versions of stored pages" - "Every time I visit the webpage" should be ticked.

Clearing browser cache

It's a good habit to clear browser cache from time to time. When it fills up it can affect performance. Sometimes clearing the cache will clear up a problem.

- Select Tools > Internet Options > General Tab > Browsing History
- Select "Delete" button - Select "Delete files" button for "Temporary Internet Files".

Ending an INFO session

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

Renewing a request loan period

You must contact the Interlibrary Loan Help Desk to request an extension on a loan period of an interlibrary loan item. Telephone or email the Interlibrary Loan Help Desk (**vocl@library.on.ca**) and provide:

- (a) the title of the book
- (b) the INFO system Interlibrary Loan request number
- (c) the name of the lending library

Lost and damaged books

You are responsible for lost or damaged books. Parents are responsible for books borrowed by their children. If you either lose or damage a book, please contact the VOCaL Interlibrary Loan Help Desk.

VOCaL Interlibrary Loan Help Desk Contact Information



Telephone: 1-800-387-5765, ext. 5113

Email: **vocl@library.on.ca**

Hours: Monday to Friday
8:30 a.m. - 4:30 p.m.