



Submitting interlibrary loan requests

KFPL patrons are now able to submit their own Interlibrary loan requests. Library patrons with their own ILLO account may have up to **10 active requests** at any given time and are able to **track the status of their requests**.

How Do I Request an Interlibrary Loan

Search KFPL's catalogue first. If we have the titles you are looking for place a reservation in our catalogue. If you want an item that is less than 12 months old and we don't have it, [suggest a purchase](#). You are now ready to [place an ILLO request](#) if the item is not in KFPL's collection and over 12 months old.

Step 1: If you don't already have an account, request one by going to <https://www.kfpl.ca/library-services/interlibrary-loans>.

Step 2: Place your request

1. Go to <https://info.vdxhost.com> and select English or French.
2. Select **Sign In** and enter your User ID and password as provided by KFPL.
3. Choose **Kingston Frontenac Public Library** as your library location from the **Authentication Service** menu.
4. Select **Standard** or **Advanced** Search.
5. In the **Current Profile** menu, which you will use to switch between providers, select **Rideau South [shared]** for your initial profile.
6. Enter your search terms and click Search. If there are no results, you can select a different profile from the **Current Profile** menu and repeat the search.
7. When you find your item, select **Details** to verify this is the item that you want.
8. Select **Get It!** to place a request. Item details are automatically entered in the interlibrary loan form.
9. Complete the form by selecting your preferred **Pickup Location** from the drop down menu at the bottom of the form.
10. Click the **Request** button to complete your request.
11. You can view your requests at any time by using the **My Requests** Link.
12. **Sign out** when you are finished.

If you would like to request an interlibrary loan for **academic materials, microfilm or journals articles**, please [contact us](#) and provide as much information about the item as possible.

How the Interlibrary Loan Service Works

What costs are involved?

- Replacement costs for lost/damaged items are determined by the lending library.

What can I borrow?

- Patrons submitting their own interlibrary loan requests with their INFO account may have 10 active requests at any given time.
- Patrons requesting academic materials, microfilm or journal articles, or any ILLO request made on their behalf by a staff member, may have 3 active requests at any given time.

How long can I borrow an item?

- The item usually arrives within 4 to 6 weeks.
- We'll call or e-mail you when it is ready to be picked up.
- The loan period is usually about 3 weeks. It is set by the library that lends us the item. DVDs may have shorter loan periods.