

## Frequently asked questions

After all my research in the catalog there is no result for the requested title. What to do?

1. Consult the left side of the menu section « **My account** ».
2. Click on « **Create Request** » to view an empty « **Create Request** » form.
3. Complete the form with the maximum of details. **TITLE AND AUTHOR ARE NECESSARY.** Therefore to make a good research we recommend adding when possible the requested document ISBN.
4. Click on « **Request** » to submit your request.

How to check if my books are on the way?

1. Consult the left side of the menu « **My Account** ».
2. Click on « **My Requests** ».
3. Check the « **status of the request** » marked in the ILL request.
4. If the state is « **Demandé/Pending** », your request is still searching for a lender.
5. If the state is « **Expédié/Shipped** », the document as been shipped by mail and will be soon delivered at your library.
6. If the state is « **Reçu/Received** », the document is at your library and you can go and get it.

How to cancel a registered request?

1. Consult the left side of the menu « **My Account** ».
2. Click on « **My Requests** ».
3. Check the « **status of the request** » marked in the ILL request.
4. If the state is « **Demandé/Pending** » it is possible to cancel : click on « **Cancel** » at the right of the request.
5. If the state is « **Expédié/Shipped** » the document as already been sent by mail, it is impossible to cancel via ZPortal. Please contact your library to return the book when they receive it.

My search as more than one result for the same title. How to choose the best result.

1. By clicking on the title you will obtain all details of the title.
2. Refer to the document description by checking if it is the right title, the right author also the right type of document for example : paper book, audio book.
3. If you find many different editions of the same book, we recommend to make the request on the one that as the most copies by clicking on the icon « **Get it!** ».
4. If the cutter includes the LV or LP letters, this signifies Large Vision. They are books printed in large print. If this signifies audio books, they are books on disks. If you want this book format click on « **Get it!** » like in step 3.

How to disconnect in a safe way at the end of your session?

1. Consult the left side of the menu « **My account** ».
2. Click on « **Sign out** ».
3. You can also click on « **Sign out** » in the top corner.

## ILL Rules

- ① The term of a ILL is identical to the term of books at your library.
- ① The loan is not renewable
- ① Magazines, digital books, board games and animation supplies are not admissible.
- ① There is no limit to the number of simultaneous active requests.

## QUESTIONS?

Contact your local library. Details are available via the Réseau BIBLIO de l'Outaouais portal : [www.reseaubibliooutaouais.qc.ca](http://www.reseaubibliooutaouais.qc.ca)

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## INTER LIBRARY LOANS between libraries (ILL)

WHAT IS IT?

The ILL service let's you borrow a book that is available in another Réseau BIBLIO library.

HOW DOES IT WORK?

You make a request via the website ZPortal with the help of your user number and your PIN.

Your request is sent to Réseau BIBLIO libraries.

When a lender is located, the book is sent to your local library.

You have to go to the library to make the book loan. Good reading!

## STEP 1

Check if your local library has the book in its collection.

Go to [www.reseaubiblioutaouais.qc.ca](http://www.reseaubiblioutaouais.qc.ca). Select « Catalogue en ligne et mobile ». Then select "Catalogue en ligne". Click on « Accéder au catalogue en ligne » button.

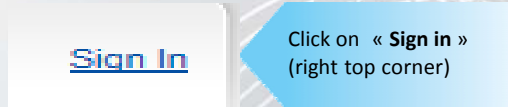


1. Enter terms for research. Use keywords without articles, no accents. Example : strange voyage levy.
2. To precise a search by author or title, use the scrolling menu to select the wanted option.
3. Select your local library in the scrolling list.
4. Click on « Search ».
5. If the title is not available at your local library click on « **Inter-Library Loan** » in the top menu to place a ILL request. Click on « **Accédez à ZPortal** ». You will be redirected to the ZPortal website. Click «**Français**» or « **English** » to access the site.

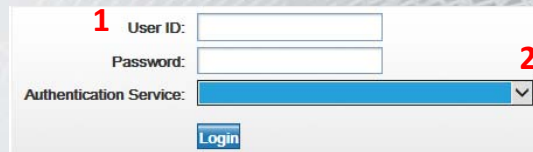


## STEP 2

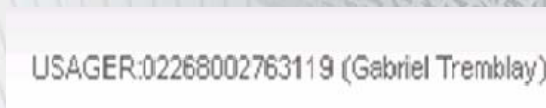
Access to ZPortal.



1. Enter your user number and your BIBLIO PIN.
2. Choose « Outaouais ».
3. Click on « **Login** ».



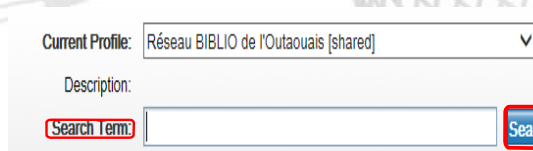
Your name appears at the right top of the screen.



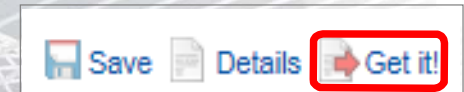
## STEP 3

Place your ILL request.

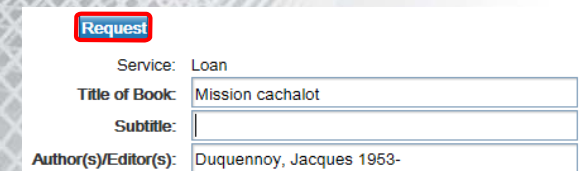
1. Enter the terms of your research like in step 1 and click on « **Search** ».



2. Find the wanted title in the results. Select the wanted title by clicking on the « **Get it!** » icon.



3. A form intitled « **My request** » appears. The form is automatically filled with the bibliographic data of the book and the information on copies available within the Réseau BIBLIO. **DO NOT ADD OR WRITE IN THIS FORM.**
4. Click on « **Request** » at the top of the form to register your ILL request.



5. Your ILL request is registered and the ZPortal system gave it a reference number, indicated in red.

Your request is immediately transferred to the libraries that have a copy of the title on their shelves.

## Request Result

Your request has been successfully catalogued.

The system has assigned an id of **3069010** to the request.