

How can I monitor the progress of my requests?

From the home screen of the ILLO database, you may view the status of your requests through your “My Account” page. To access this, click on the green person icon in the top right corner of the screen. Select “My Account” from the drop-down menu and enter your username and password to log-in to your ILLO account.

If there is a problem with your request or you need to cancel a request, please contact staff at illo@library.osngupl.ca.

How will I be notified that my ILLO is available?

Once the requested item has been received at our library, patrons will be contacted either by email or phone.

What if I don't find what I am looking for in the ILLO database?

Please contact the Library and we will assist you.

By phone: 519-376-6623 x3

By email: info@library.osngupl.ca

Visit us

Monday 1pm - 8pm
Tuesday - 10am - 8pm
Thursday
Friday & Saturday 10am - 5pm

Connect with us

824 1st Avenue West
Owen Sound, ON
519.376.6623
info@library.osngupl.ca

 /osngupl  @osngupl

Patron-Initiated InterLibrary Loans

the library

824 1st Ave W | osngupl.ca | 519.376.6623

What is an Inter Library Loan (ILLO)?

An Inter Library Loan is a book or other item borrowed from another library.

Patrons must check the Library's catalogue before making an ILLO request

to make sure our library does not already own a copy of the item they are looking for.

To submit an ILLO request online, go here: <https://osngupl.ca/request-an-item/>

Are there any restrictions on what I am able to request?

Yes. We are unable to fulfill requests for reference items, rare books, and items that are less than 1 year old. DVDs and audiobooks may be requested, but it is not always possible for us to obtain these items.

Patrons may request **up to 5 items within a one-week period**. Inter Library Loans lend for 3 weeks and are **not renewable**.

How long does it take to fulfill a request?

This varies depending on the availability of the requested item. On average, a requested item will take 2-6 weeks to arrive.

Am I able to request ILLOs myself?

Yes, patrons are able to request Inter Library Loans themselves. In order to do so, they must have an active library card and have an ILLO patron account created by Library staff.

To register, send your full name, address, phone number and library card number in an email to illo@library.osngupl.ca or drop by the Information Desk at the Library.

How do I access the Inter Library Loan database?

1. From the Library's home page (www.osngupl.ca), hover over the **Browse & Borrow** drop-down menu near the top of the page.
2. Select **Borrowing** from the list.
3. Scroll down to the Inter Library Loans section.
4. Click on the "Patron-Initiated ILLO" drop-down and follow the instructions provided.

How do I request an item in the ILLO database?

1. Navigate to the Home page of the ILLO database.
2. Search for the item using the title, author's name, or a combination of both.
3. From the Search Results screen, click on the item you'd like to request. (You can also filter the results on the left-hand side of the screen.)
4. Select the blue "Request" link beneath the description of the item.
5. Sign-in to your ILLO account using your username and password.
6. Review the request details and contact information in the Request Form and click "Submit request" at the bottom of the screen.
7. You can now view your request from your "My Account" page.
8. To return to the Home page to request more items, select "Resources" from the top left of the screen and select "ILLO Home" from the drop-down menu.
9. To sign-out from the "My Account" page, click on the drop down menu in the top right corner of the screen and select "Sign out".

To view these instructions online, go here: osngupl.ca/wp-content/uploads/2025/03/2025-Patron-Initiated-Inter-Library-Loan-Instructional-Slide-Show.pdf