

# Milton Public Library

## Patron Initiated Interlibrary Loan

### Getting Started:

Please visit or contact the library to arrange to setup a Patron Initiated ILLO account.

**Step 1:** Click on the following link to navigate to the Z-Portal system

<https://info.vdxhost.com/en/zportal>

Z-Portal is the Patron Initiated ILLO interface. It is through this system that you will be able to search and request materials from libraries across Ontario.

**Step 2:** Logging into Z-Portal

Please access the Z-Portal sign-in page by clicking “Sign-In to issue Interlibrary Loan requests” in the centre of the screen.



### Welcome to Information Network For Ontario

The INFO system is the virtual 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.



Ontario Library Service – North  
Service des bibliothèques de l'Ontario – Nord



Southern  
Ontario  
Library  
Service

Select [Standard Search](#) to search as a guest

Select [Sign-In](#) to issue Interlibrary Loan requests \*

Each patron has been assigned a Username and Password to access the Z-Portal system.

Your username is the remaining digits of your library barcode after the double or triple zeros.

For example, if your library card number was 21387000123456 your username would be 123456. If your library card was 21387001234567 your username would be 1234567.

Each patron has also been assigned a password. To initially access the system each patron can use the password: BOOK. Please be aware that the password is case sensitive.

You must also select an Authentication Service. For this, please select Milton Public Library.

**ZPORTAL**

Search Enter your User ID and Password and click on the button to Sign-in.

Standard Search [Sign-in](#)  
Advanced Search  
Search History

**My Account**  
Saved List  
Create Request  
My Requests  
Sign In  
Help

User ID:

Password:

Authentication Service:

### **Step 3:** Changing Your Password

Once you have accessed Z-Portal it would be advisable to change your password. To do so, find the list of links on the left-hand side of the screen under “My Account”. Click on the link called “Account Details”.

- My Account**
- [Saved List](#)
  - [Saved Searches](#)
  - [Create Request](#)
  - [My Requests](#)
  - [Search Profiles](#)
  - [Account Details](#)
  - [Sign Out](#)
  - [Help](#)

This will show you a summary of your account information. Clicking “Edit” will open the page you will need to change your password. Please remember to click the “update password” box to the right of the password box before saving your information, otherwise your new password will not be saved.

**Password**   
**Confirm Password**   Update Password  
**First Name(s):**   
**Last Name:**   
**Email Address:**   
**Category:** Manual Authorized Patron  
**Joining Date:** 16 Feb 2012  
**Banned in VDX:** No  
**Default Pickup Location**

#### Step 4: Searching Z-Portal

Congratulations! You are now ready to start searching!!

There are two search options that can be located under the “Search” menu on the left-hand side of the screen, including Standard Search and Advanced Search.

Once a search option has been selected you must also select a profile. A profile consists of a group of libraries that Z-Portal will search to find the item you are looking for. Please start your search using the Bruce/Wellington/Peel profile. This is your “Home Profile” and should already be selected when you begin your search.

**Current Profile:**   [Advanced Search](#)  
**Search Term:**

If you are unable to find the item you are looking for through your home profile, you may change the profile to search other regions around Ontario.

If the item is available in the profile you are searching you will see a list of libraries that you may request the item from. Here is an example of a search for the book “From Hell with Love”.

#### Search Results

You searched for **(((FROM AND HELL) AND WITH) AND LOVE) AND GREEN)** in [Milton Public Library](#), [Halton Hills Public Library](#), [Brampton Public Library](#), [INFO \(WorldCat\)](#), [Wellington County Library](#), [Owen Sound Public Library](#), [Bruce County Public Library](#), [Grand Valley Public Library](#), [Guelph Public Library](#), [Blue Mountains Public Library \(LE Shore\)](#), [Hanover Public Library](#), [Shelburne Public Library](#), [West Grey Public Library](#), [Grey Highlands Public Library](#), [Meaford Public Library](#), [Orangeville Public Library](#).

Refine results:

1. [From hell with love : a secret histories novel / Simon R. Green.](#)

Format: Book | Date: 2010 | Collection: Guelph Public Library

2. [From hell with love : a secret histories novel / Simon R. Green.](#)

Format: Book | Date: 2010 | Collection: Brampton Public Library

Click on the title of the book for a specific location. At this point you will be able to see the Record Details, which provides a full description of the item and indicates its availability. Please confirm that

there is an ISBN number in the Record Details. If there is no ISBN number your request cannot be fulfilled. If the item has an ISBN number and is checked in, it is available for request.

### Record Details

Record 1 of 6 | Collection Guelph Public Library [Previous Record] | [Next Record](#) >

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

**From hell with love : a secret histories novel / Simon R. Green.**

Format: Book  
Authors: [Green, Simon R 1955-](#)  
Imprint: New York : Roc, c2010.  
Description: 362 p. ; 24 cm.  
Series: Green, Simon R., 1955- Secret histories novel ; bk. 4.  
Indexed by: PW 04/26/2010  
Subjects: [Drood, Eddie \(Fictitious Character\) -- Fiction](#) | [Fantasy Fiction](#) | [Spy Stories](#).  
ISBN: 9780451463326  
0451463323  
9780451464033  
Library Congress Number: 2010003845  
Language: English

Location:	Item Id:	Call Number:	Chronology:	Availability:	Local Control Number:
Guelph - Main	33281920022891	F GRE	C.BT1	Check Shelves	272356
Guelph - Main	33281014133745	F GRE	C.1	Check Shelves	272356
Guelph - Main	33281016270214	PBK	C.W1	Check Shelves	272356
Guelph - Main	33281016176015	PBK	C.A1	Check Shelves	272356

### Step 5: Requesting Items

Once you have found the item and confirmed that it is available and has an ISBN, you are ready to “Get It!”. Clicking “Get It!” at the top right-hand corner of the screen will take you the request page. Confirm the information on the page, select your pick-up location, and click request. You may print a copy of your request for your records.

Congratulations! Your request has been sent.

### What Happens Next?

Milton Public Library will notify you by phone once your item has arrived. The item will be held for pick up for one week.

You will also be able to check the status of your requests by click on the “My Requests” link in the “My Account” menu. This will provide a list of your requests. Clicking “Details” at the bottom right-hand corner of the request will provide detailed information pertaining to your requests.

### My Account

- [Saved List](#)
- [Saved Searches](#)
- [Create Request](#)
- [My Requests](#)
- [Search Profiles](#)
- [Account Details](#)
- [Sign Out](#)
- [Help](#)

If your request is unable to be fulfilled for any reason, a message will be sent to you through your Z-Portal account. If you have a message regarding one of your requests the message "SEE REQUEST NOTES" will appear in the Title field on your request. The full note may be accessed at the bottom of the pages when viewing the full details of your request.

ILL Number: **10650359**  
Author: Tan, Amy  
Title: [\\*SEE REQUEST NOTES\\* The Joy Luck Club](#)  
Status: New  
Circulation Status:  
Needed by: 08 Sep 2012  
Pickup Location: Milton - Main

 Cancel  Details

#### Notes ( 1 )

1: [ / REQUEST]  
This item is not available through interlibrary loan because it is available in the MPL collection. Please contact the Information staff for more info on this title. 905-875-2665 ex 3263. Thank you!

### **Exceptions**

Some items are unavailable for request. These include:

- Items available through the Milton Public Library collection
- Items published within the last year
- Audio/Visual items (DVDs, CDs, Audiobooks, and CD-Roms)
- Microfilms

If you are seeking materials within these categories please contact our Information Department.

### **Need Help??**

If you have questions or need further assistance, please contact our Information Department.

**Main Library**  
1010 Main Street East  
Milton, Ontario, L9T 6H7  
905-875-2665



**Beaty Branch**  
945 Fourth Line  
Milton, Ontario, L9T 6P8  
905-875-2665