

## What is Outlook OnLine?

Outlook OnLine is a library catalogue of over 3 million books and other library items located in libraries throughout B.C.

Outlook Online is accessible from any Internet terminal and can be used when the Cariboo Regional District Library does not have what you are looking for.

## What can be requested?

Only books may be requested through interlibrary loan; however, whether an item is sent is solely at the discretion of the library that owns the item. Book tapes, DVDs, CDs, and videos cannot be requested at this time.

If you find an item you would like to request, you can either place the loan with the staff at your local branch or you may place your own request following the procedures outlined below. To be eligible for loan, items must have been published at least 12 months ago,

## How do I access Outlook OnLine?

To access Outlook OnLine, go to the Library's web page and click on the Outlook OnLine banner found at the bottom of the page.

**Library web page:**

[www.cln.bc.ca](http://www.cln.bc.ca)

## How do I use Outlook OnLine?

Search Outlook OnLine in the same way that you search the Library's online catalogue. Some tips to remember:

- use complete words
- omit punctuation marks
- omit articles (i.e. a, the) when at the beginning of a title

Help is available by clicking on the **Help** button or you may contact your local branch staff who would be happy to assist you.

## Placing a request

Before placing a request, check if the item is owned the CRDL. If it is, please contact your local branch to request it.

**You are limited to 5 active requests at any one time.** Once the maximum is reached, you must wait until at least one is returned before requesting another.

Search Outlook OnLine for the title you are interested in. If you find more than one record, click on the one that has the most locations listed after the title.

Once you have selected a specific title, click on the **Request this Item** button on the upper right of the screen.

This will open a new window with an ILL request form. Enter your information in the following fields.

- a. **Patron name:** Last name, first name
- b. **Password:** Last four digits of your library card
- c. **Library Card:** Enter your library card number in full
- d. **Phone number:** Enter your phone number or e-mail address

**Please note: each of the above fields are required to process your request.**

Once you have completed the request form, click on the submit button.

Available items will be delivered to your local branch who will contact you when the item arrives. If you wish to pick up at a different location, please indicate this on the request.

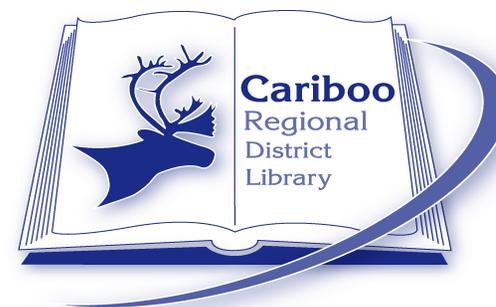
## Tracking requests

You may check the status of any requests you place yourself using OutLook OnLine.

To do so, click on the **Patron Menu** and choose **ILL request tracking**.

Enter the information requested exactly as you submitted it when placing the request. Your requests will be listed alphabetically with the status at the bottom of each.

**Please note:** If you cannot find a request you have submitted, please contact your local branch before resubmitting it. Cancelled requests cannot be tracked.



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