Requesting an Interlibrary Loan: A Step-by-Step Guide

Interlibrary Loans (ILL) are the way library materials are made available from one library system to another.

If the Edmonton Public Library doesn’t own an item that you’d like to borrow, our ILL team will try to have a copy sent from another library system within Alberta or Canada.

**Step 1: Search the EPL catalogue at epl.ca**
Perform a search by title, author, subject or ISBN at [https://epl.ca](https://epl.ca)

**Step 2: Search the New Alberta Resource Sharing Site**
If you are unable to find the material you’re seeking, try searching other Alberta public library catalogues at [https://alberta.relaisd2d.com/?LS=AE](https://alberta.relaisd2d.com/?LS=AE)

Spread the words.
The default Search group on the left is Public Libraries – Alberta. To search academic libraries, click the dropdown menu and change the Search group to Academic Libraries – Alberta.

Format is indicated by the icons appearing on the right side of the screen (pink arrow).

Review the results to identify the item that best meets your needs. Search results may be sorted by Relevance, Title (alphabetically) or Publication Date (green arrow).

The number of results listed per page may also be adjusted using the dropdown in the upper right corner of the screen (blue arrow).

Search results may be refined by the Date of Publication, Format, Author and Subject along the left side of the screen (purple arrow).

To view details for each result, click on the Title in blue text (red arrow).
The availability of the item is stated after the bibliographic description (green arrow).

**Step 3: To Place a Request**

First, select your pickup location (purple arrow) and then click the Request link (yellow arrow).

You’ll be prompted to enter your EPL barcode and PIN as follows:
Once your request is successfully submitted, a confirmation message will appear:

If you already have five active requests, the following message will appear:

You will be unable to submit additional requests until one of your existing active requests has been completed or cancelled.
Step 4: Monitoring Your Requests

Access your account through the icon in the upper right corner of the Alberta Relais screen.

Enter your EPL barcode and PIN. After doing so, you'll see the option to access the My Account feature.
To see the details of any request, click on the Plus sign (red arrow). You may also export your list of requests into a .csv file by clicking on the Export link to the right just above the table (green arrow).

The Export to csv file screen allows you to specify the required fields for export along with their order.

If you wish to cancel an existing request, click on the Plus sign (red arrow) to view the details.

Then click on the Cancel button in the lower right corner below the detailed view (green arrow).

Then click on Submit to cancel (pink arrow).
Use the browser refresh button (↻) and Open requests will reveal an updated Status of Cancelled after a few moments.

**Step 5: Other Options**

To perform an Advanced Search, click the link in the upper right corner of the screen.
In addition to searching by the specified fields, Boolean functionality is available through the right side dropdowns (red arrow).
If the item you require comes in multiple parts, specify the desired volumes at the time of placing your request, e.g.

You may also enter Notes to assist in obtaining your request (red arrow).

**Step 6: Beyond Alberta Public Libraries**

If you are unable to locate the desired material through Alberta’s public libraries, try searching the catalogues of Alberta academic libraries through Relais.
Click the dropdown menu on the left to change the Search group to Academic Libraries – Alberta on the Simple or Advanced Search page.
Enter your search terms and click Search:

Review the results to identify the item that best meets your needs. Search results may be sorted by Relevance, Title (alphabetically) or Publication Date (green arrow).

The number of results listed per page may also be adjusted using the dropdown in the upper right corner of the screen (blue arrow).

Search results may be refined by the Date of Publication, Format, Author and Subject along the left side of the screen (purple arrow).

To view details for each result, click on the Title in blue text (red arrow).
The availability of the item is stated at the bottom of the detailed description (green arrow). Even if the item is not requestable at the Alberta library listed, EPL staff can search for another possible lender.

To submit a request, first, select your pickup location (purple arrow) and then click the Submit Request link (yellow arrow).

You’ll be prompted to enter your EPL barcode and PIN as follows:
Once your request is successfully submitted, a confirmation message will appear:

Step 7: ILL Webform
If searches of Alberta library catalogues are unsuccessful, complete the ILL webform at https://www.epl.ca/interlibrary-loans/request-form/. We’ll do our best to find the item you want.

Step 8: ILL Questions?
Should you have any questions about using Relais or the status of your requests, please don’t hesitate to contact EPL’s ILL team at ill@epl.ca or 780-496-7027.