

Interlibrary Loan & ILLiad FAQs

What is Interlibrary Loan (ILL)?

Interlibrary Loan is the process by which a library borrows materials from and/or lends materials to another library. Upon the request of the library user, the Interlibrary Loan staff obtains materials not available in the user's local library. Requested items may include books, journal articles, microforms, videos, etc. All materials are obtained within the guidelines of copyright legislation.

What is ILLiad?

ILLiad is the electronic system used to request an item through Interlibrary Loan. The name ILLiad is an acronym for **I**nter**L**ibrary **L**oan **i**nternet **a**ccess **d**atabase.

Who is eligible to use ILL services?

- Salisbury University faculty, staff and currently enrolled students may request items **NOT** available in the USMAI catalog.
- Only SU distance students at the Shady Grove, Hagerstown, Chesapeake, and Cecil, may request items held at the Blackwell Library using the ILLiad system.
- Eligible users also include the following special borrowers types:
 - Patron Level Borrowers (\$50 annual fee)
 - immediate family members of SU faculty and staff who have registered for a Family Card
 - Wor-Wic Community College students (\$15 fee per request in additional to any fees charged from the lending library)
 - Temporary guest researchers/borrowers approved by the Dean of Libraries & Instructional Resources.

Please see Eligible Borrowers page for more information at www.salisbury.edu/library/ill/eligible.html.

How is ILLiad better than traditional ILL systems?

- You will find it easier to submit your interlibrary loan requests online. With ILLiad, you enter your name, address, and other personal information into the system only once, at the time of your first request.
- Your request will be handled more rapidly and accurately as problems relating to misinterpretation of hand-written requests are eliminated.
- You can get many of your photocopies more quickly through *Electronic Delivery*.
- You can get information about the status of your request through the Web at any time from any location without having to call the ILL Department.
- Library personnel are able to serve you better because all data about your request and its handling is stored in a searchable database. We are able to respond quickly to your inquiries about your request.
- The library staff is able to gather statistical information about the performance of the libraries that lend to us, enabling us to make better decisions when choosing a lender to supply an item.

What is Electronic Delivery?

The article is available online as a .PDF document. Once you log into your ILLiad account, go to *Review Requests*, then click on *View/Download Electronically Received Articles*.

If you don't already have an Adobe PDF reader, you can download a free reader at <http://www.adobe.com/products/acrobat/readstep2.html>.

What do I need to log on to ILLiad?

Type in your last name and the 14-digit Barcode Number found on the back of your Gull Card.



How much does it cost to request an item through ILLiad?

Most requests can be located for the customer at no cost. If the item cannot be located for free, there is a small fee averaging \$15-30. Once a customer specifies an amount they are willing to pay for an ILL, a contract has been created with the library.

How long does it take to get an item through ILLiad?

The average turnaround time for items is 1-2 weeks. Out-of-state and hard to locate materials may take longer. Photocopies of articles available from Maryland libraries generally arrive within 5 working days. Rush requests are not available through ILL.

How long can I keep it?

The library that owns the item sets the loan period. If you wish to keep an item for a longer period of time, you can contact the ILL staff to get it renewed. Please note that the lending library determines whether or not to renew the item. If the item is not renewed, it must be returned to the Circulation Desk immediately.

Who do I contact if I have problems or questions about Interlibrary Loan and ILLiad?

You can call a staff member at 410-543-6077 between 8 a.m. and 5 p.m. Monday through Friday. You can also email us at illoans@salisbury.edu.

If you need assistance filling out the ILLiad form, you can also contact the Research Services staff during regular library hours.