



LIBRARY AND INFORMATION SERVICES - SOUTHERN ILLINOIS UNIVERSITY EDWARDSVILLE
Edwardsville, IL 62026-1063 URL: <http://www.siu.edu/lovejoylibrary> Phone: 618-650-INFO Fax: 618-650-2717

Interlibrary Loan via ILLiad Frequently-Asked Questions

What is ILLiad?

[ILLiad](#) is the electronic system you use to request an item not held at Lovejoy Library or any other libraries listed in the I-Share catalog. The name **ILLiad** can be thought of as an acronym for Interlibrary Loan internet accessible database.

When should I use ILLiad?

- When you are requesting journal articles that Lovejoy Library does not have access to in either print or electronic format.
- When you are requesting books and other items that aren't available at Lovejoy Library or through the I-Share catalog. **CHECK I-SHARE FIRST BEFORE MAKING ANY REQUESTS THROUGH ILLIAD.**

How do I place a request through ILLiad?

- Access ILLiad from the library's website at www.siu.edu/lovejoylibrary under the **Services and About Us – Interlibrary Loan** section.



- Log in using your e-ID and password. First time users will have to set up their ILLiad account before placing requests. This will only have to be done once.

The image shows the "ILLiad Logon" form. It has two input fields: "SIUE e-ID" with the value "trotter" and "SIUE e-ID Password" with masked characters "*****". Below the fields is a "Logon to ILLiad" button and a note "New users must comp".

- After creating your ILLiad account, select the type of item you are requesting. For journal articles, request a photocopy.
- On the request form, fill in as much information as possible. The more information you provide, the more likely you will receive the item. Submit your request when the form is complete.
- You will be contacted by your preferred notification method when the item is available.

What is electronic delivery?

Most libraries will provide a PDF of journal articles you have requested that will be accessible through your ILLiad account. You will need Adobe Acrobat Reader to view the articles. Acrobat Reader is available without charge from [Adobe Systems, Inc.](#) Click the "Get Acrobat Reader" button to go directly to the download page.

How do I get my articles when they arrive?

Log on to [ILLiad](#). On the main menu, choose "Electronic Delivery." This will give you a list of all items that you have waiting to view or download.

How do I know which requests will be electronically delivered and which ones will not?

[ILLiad](#) sends you an e-mail notification for each item received. That e-mail will include information about the delivery method.

What if I have questions about electronic delivery?

You can e-mail questions to siueill@siue.edu or call us at 618-650-2174.

Who do I contact if I have problems with or questions about ILLiad?

- **System Problems or Interlibrary Loan Questions:** Interlibrary Loan office at (618) 650-2174 or e-mail to siueill@siue.edu
- **Technical Support Questions:** E-mail anytime to siueill@siue.edu

For additional assistance contact Lydia Jackson, Instruction Librarian (ljacks@siue.edu or 618-650-2604).