

What do the ILLiad Statuses mean?

ILLiad uses various statuses to track Interlibrary Loan requests. After you have placed a request, you can logon to your ILLiad account at any time and check the status of your request. Go to "View Outstanding Requests" on your ILLiad main menu to see the progress of your requests. Explanations of each ILLiad status are listed below:

Awaiting Conditional Processing = A potential lending library has responded to the request by asking us to clarify something or comply with special conditions (high cost, restricted use, etc.) before they will lend the item.

Awaiting Copyright Clearance = An article request has been received and is being reviewed by ILL staff to determine if copyright fees must be paid.

Awaiting Purchase Request Review: The request is too new to submit through Interlibrary loan but will be considered for purchase by our Collection Development Department

Awaiting Request Processing = The request has not yet been submitted to lenders, but Interlibrary loan staff will soon do that unless there is a problem with the request. Interlibrary requests are usually submitted in the order in which they are received through ILLiad.

Awaiting Unfilled Processing = The request has been sent to potential lending libraries, but it has not been filled. We are trying to locate additional libraries that may own the material; this process can take several days before all potential libraries respond and either accept or decline the request.

Cancelled by Customer = Customer has cancelled the request. Cancelled requests can be found and resubmitted at a later time at "View Cancelled Requests."

Cancelled by ILL Staff = We were unable to locate the requested item, or lenders were unable to fill the request. Patrons will receive the reason for cancellation in their email or mail notification.

Checked Out to Customer = The item has been received and processed by Interlibrary staff and the patron has been notified by email or mail. The item will be delivered to the patron's pickup branch within 2 to 4 business days. If Cameron Village Library is the patron's pickup location, they can pick it up the same day it was processed.

Request Finished = Request has been successfully processed and completed (article photocopy has been picked up, or book has been picked up and returned by customer). Requests with this status are archived under "View Request History."

Request in Processing = The request is being processed by ILL staff.

Request Sent = Request has been sent to potential lending libraries and ILL staff is waiting for a response indicating that the request will/will not be filled.