

ECC is implementing an enhanced form of Interlibrary loan. This new system, called Illiad will enable us to offer faster delivery of book and articles.

What is Interlibrary Loan?

Interlibrary loan is a service whereby a user in one library can borrow books, articles, and other items from another library. ECC partners with other libraries to loan our materials and to borrow their materials. This service greatly expands the amount of items we can provide. As a user, you make the request at your ECC library or from the internet. ECC library staff will then process the request and notify you when your item arrives.

How do I obtain items through Interlibrary loan?

Traditionally, Interlibrary loan requests have been mediated by a librarian. Our new system will allow users to submit their own requests quickly and easily on campus or off campus. Users will be able to track their requests and receive digital items directly to their ECC email account.

Step 1 – Register

Visit, <http://ecc.illiad.oclc.org/illiad/illiad.dll> and click on the **First Time Users** link.

- You will see a brief introductory page which outlines your account and ECC's ILL service.
- Click on the **First Time Users Click Here** button at the bottom of the page
- You will be presented with a new user form. Fill in all the required information (denoted with the red asterisk *).
 - ❖ It is important that you select a campus as your requests will be routed to staff on that campus.
 - ❖ **You must use your ecc.edu email address.** If you do not know how to access your ECC email account, please refer to this guide: <http://elinks.ecc.edu/tutorials/studocs/index.asp> or contact the ECC helpdesk at 716-851-1835.
- Click **Submit Information** to finalize your new account.

Step 2 – Submitting Borrowing requests

- After your account is created you may use it to submit ILL requests.
- Revisit, <http://ecc.illiad.oclc.org/illiad/illiad.dll> and log in with your new username and password.
- You can submit requests manually or automatically.

Manual Request:

- ❖ To submit a manual request, log in to your account and chose the **New Request** option for **Journal Articles** or **Books**.
- ❖ Fill in the information including author, title, pages, etc and click **submit request** when finished.
- ❖ The more information that you provide, the easier it will be to fulfill your request.

Automatic Request:

Some of ECC's online resources will populate the request form with the item details automatically. If you are searching our databases and come across an article that we do not have as full text you will see the following:

- You will notice the **ECC Interlibrary Loan Form** link at the bottom of the screen. Clicking that link will bring you to the Interlibrary loan login page.
- After you log in, the details of the item you were searching for will be auto-populated in the request form and you can simply click, **submit request**.
- If you are searching through ECC's WorldCat holdings (<http://ecc.worldcat.org>) you will also be able to use automatic submission.

- When you encounter an item that ECC does not own, you will see the following screen:



- You will notice the red button which says, **Request Item through Interlibrary Loan**. This button will also open the Interlibrary loan login page.
- Once logged in your item details will be auto-populated into the request form and you can simply **submit** the request.

Step 3 – Monitoring your requests

- When logged in to [your account](http://ecc.illiad.oclc.org/illiad/illiad.dll) (<http://ecc.illiad.oclc.org/illiad/illiad.dll>), you will see a navigation menu on the left side of the page.
- Look under the navigation heading titled **View**, these menu options will allow you to see your outstanding requests. You can also open fulfilled requests to view and download electronically delivered articles.

Step 4 – Picking up your requests

- You will be notified of delivered requests via email. Books can be picked up at one of the 3 ECC libraries. You specify the delivery location (City, North, South) when you create your account.
- Occasionally, we will not be able to fulfill your requests, in that case you will also receive an email informing you of the reason the request could not be completed.
- When you request journal articles they will usually be delivered directly to your ecc.edu email address. You will receive a notification email and a link to view and download the article. Articles will remain available for viewing for 30 days.

Step 5 – Feedback

- We want to improve Illiad Interlibrary loan so your feedback is important. Please send us any feedback that you have regarding this system.
- The best way to do so is via email at illiad@ecc.edu
- If you use the phrase **Illiad borrowing** in the subject line of your email it will get routed more quickly.

Thanks for reading over this guide. I hope you find our Interlibrary loan process responsive and easy to use.