Welcome to the University of St. Francis
Interlibrary Loan System (ILLiad)

The following information is being provided to help you understand the ILLiad system and how it works to provide you with a dependable and efficient way to receive materials that are not directly available from the University of St. Francis Library.

Step 1 – Registration

E-Mail Address

The information you provide at registration is crucial to the efficient handling of your interlibrary loan requests. Of utmost importance is your University of St. Francis e-mail address. We ask that you provide your USF e-mail address for two reasons:

1) Your USF e-mail account is the “official” means of communication used within the University community,

2) Interlibrary loan items that can be transmitted to you electronically can only be sent to USF e-mail addresses, and

3) Electronic delivery of your articles to your USF e-mail account is the primary method of delivery to you. Should we receive an article for you electronically, we will always, in turn, send it to you electronically via your USF e-mail account or through the ILLIAD website.

If you have provided us with an e-mail address other than the one assigned to you by USF, your ILLiad account will be edited to reflect your USF e-mail address and the one supplied to us at your initial registration will be moved to a secondary e-mail address location. Your secondary e-mail address will only be used in the event that there are problems with the USF e-mail system.

Step 2 – Ordering materials

Ordering Articles

Articles that are not available in any of the Library’s online databases or in our print collection may be ordered via Interlibrary Loan. The USF Library will make every effort to get the articles for you at no cost. In the event that the article cannot be loaned to us from a free-lender library, we will contact you for approval before continuing the ordering process.

Ordering Books

Books should only be ordered using the ILLiad system if they are not available at the USF Library or any of the I-Share libraries. Prior to placing an order for your book, please be sure to search both the USF Online Catalog and the I-Share Catalog. Requests for items found in those catalogs but ordered via ILLiad, will be canceled and an e-mail will be sent to notify you of the cancellation.
Step 3 – Receiving materials

Receiving Articles

Lending libraries can send the articles to us in one of three ways. Those ways are:

1. **Electronically via the Odyssey document delivery system.** This is the quickest way to receive your articles. The lending library will scan the article directly to a web storage location from which the borrower can access it directly. You might receive an e-mail to your USF e-mail account from the USF Library with a link to the storage location along with instructions on how to access it. This method will only work using your USF e-mail account. The second option is that the article will be available through the ILLIAD website. You will need to log into your ILLIAD account to retrieve the article.

2. **FAX or mail.** The lending library will fax or mail your article to the USF Library. If you are a local student, you will be contacted via your USF e-mail account and told that the article is awaiting pick-up at the library circulation desk. If you live farther than 30 miles from the USF Library, we will mail or fax it directly to you; or hold the article for pickup depending upon which delivery method you chose.

3. **E-Mail.** The lending library will send the article, usually as a PDF document, to the USF Library’s interlibrary loan e-mail account. Once it is received and checked in by the Interlibrary Loan department, it will be sent to you via e-mail. Articles will only be sent via e-mail to USF e-mail accounts.

Receiving Books

Books ordered via ILLiad will normally come to the USF Library by US Mail or UPS. Once we receive it, the book will be processed and the patron will be notified by e-mail that it is available. Books may be received by the patron in one of two ways:

1. **Pick up in person at the library’s circulation desk.** This option is the only one available for local students (those who live within 30 miles of the USF Library). To insure that the returned book is removed from your record, please return it to the USF Library circulation desk. Do not return it directly to the library that lent it to us.

2. **US Mail or UPS.** Books for patrons who live more than 30 miles from the USF Library can have their books mailed to them free of charge, however, the cost of returning the item to the USF Library is the responsibility of the patron.

Step 4 – Reporting Problems

There may be instances where you encounter a problem accessing an article that was transmitted to us electronically. Please use the following e-mail or phone numbers to notify the Interlibrary Loan department when a problem occurs:

800-726-6500 or 815-740-5041
illdepartment@stfrancis.edu