Interlibrary Loan (ILLiad): Placing a Request

1. Once you've created an ILLiad account, you can request books or other items.

2. To access your ILLiad account, go to the library's home page, library.sjsu.edu, click Library Accounts, and then select Interlibrary Loan. Log in using your username and password.

3. In the left column, under New Request, you'll see a list of the types of items you can request. I'm going to show you how to request a book.

4. Before we continue, remember that there are some items you can't request from ILLiad:

   a. items that are already owned by the library,

   b. items on Course Reserves, and

   c. textbooks.

5. With that reminder, let's look at the request form. The fields marked with an asterisk are mandatory. Without this information, your request can't be filled. But the more information you can give about the book you want, the better.

6. To find additional details on a title, check WorldCat.org or Amazon.com.

7. After filling in as many fields as you can, review your request carefully, because once you click Submit Request, you won't be able to make any changes.

8. There is no limit to the number of requests you can make, and most requests are free.

9. Some libraries, however, do charge fees to lend their items.

10. If this is the case, the ILLiad staff will contact you first to see if you wish to pay the charge.

11. In most cases, your book should arrive in 7 to 10 business days, but sometimes it can take longer and sometimes it can take as little as 2 to 3 days.

12. Delivery time depends on where the book is located and how quickly that library responds to our request.

13. When your book arrives, you'll be notified by e-mail or phone.

14. Come to the circulation desk on the first floor of the King Library with your library card and tell the staff you have a book to pick up from Interlibrary Loan. The due date will be printed on the front cover.

15. Be sure to remember this date, because there's a $1.00 a day late fee for overdue books. So if you need the book longer, make sure to renew it. You can do this online on your ILLiad account page.

16. When you're ready to return your book, place it in the special Link+/ILLiad book drop at the front of the circulation desk.

17. That's the process for books and other large items. Smaller items—such as articles or conference papers—will generally be e-mailed to you.

18. When you request an article using the link on the GetText page, the form will already be filled in for you. Otherwise, you'll need to make sure to fill out all the required fields yourself.

19. ILLiad is a wonderful service that allows you to access the collections of libraries all over the world. Enjoy it!