

Explanation of Dupré Library Interlibrary Loan ILLiad Request Status

ILLiad uses the statuses listed below to track requests and to manage the workflow. This list of statuses includes both the actions of the user as well as the ILL staff. Interlibrary Loan users may use these to determine the location of a request at any given time.

For assistance, contact the Interlibrary Loan Department at (337) 482-6035 or ill@louisiana.edu.

Status	Definition
Awaiting ALA Request Processing	Your request is being forwarded to a lending library. Additional time may be needed for special processing.
Awaiting Article Exchange Retrieval	The item is waiting to be retrieved and inspected by the ILL staff.
Awaiting Borrowing Scanning	The item has been received and the ILL staff will scan and then deliver a PDF file electronically to your ILLiad account.
Awaiting Conditional Processing	A potential lender has replied to your request, seeking more information, or is asking if we are willing to comply with special conditions such as restricted use and/or cost before they will lend the item. ILL will send you an email to obtain your approval if there is any cost associated with the item.
Awaiting Copyright Clearance	ILL is processing your request. The article requested must be reviewed to determine if any copyright fees need to be paid.
Awaiting Customer Contact	Your requested material has arrived from the lending institution, received in ILLiad, and is being processed for delivery to you. You will be notified shortly via email.
Awaiting Customer Reply	An email has been sent to you from the ILL staff requesting your approval or additional information and we are awaiting a reply. Processing of your request will be delayed until a reply is received.
Awaiting Doc Del Scanning	Your item is available electronically and it is now in a queue to be scanned and posted to your ILLiad account.
Awaiting Doc Provider Processing	Because of availability or copyright restrictions, we must obtain your item from a commercial document provider. We are processing your request.
Awaiting Odyssey Processing	Your request has been received from the lending library and is waiting to be processed by the ILL Staff.
Awaiting Overdue Notice Processing	The item has been checked out to you and is now overdue. Often the lending institution has informed the ILL staff that the item is overdue. You may have received at least 2 overdue notices at this point and may be blocked from using ILLiad and checking out materials from Dupré Library at UL Lafayette.

Awaiting Post Receipt Processing	Your requested material has arrived but is not yet ready for pickup. You will be contacted via email when it is ready.
Awaiting Recalled Processing	The lending library has recalled your item. This status indicates that the lending library wants their book back immediately, regardless of the due date. Most recall notices are based on users' needs at the lending library. Other recall notices occur when an item becomes overdue. Remember these are not UL Lafayette materials. When we borrow from other libraries, we agree to their conditions and policies. Please return it immediately.
Awaiting Renewal OK Processing	The lending library has granted a renewal on this loan, but the ILL staff has not yet recorded it. The due date may change. Please check again later.
Awaiting Renewal Denied Processing	The lending library has denied your renewal request. ILL staff will change the due date back to the original due date. Please return your item immediately.
Awaiting Request Processing	This request is ready to be searched and requested from potential lenders. If this is an article request, it has gone through the copyright clearance process and is ready to be searched and requested from potential lenders. You may still edit or cancel your request at this point.
Awaiting Return Label Printing	Your item has been checked in and will be shipped back to the lending institution, or you did not pick up the item before it was due, and it is being returned to the lending institution. It is at this point that you are no longer liable for the ILL material.
Awaiting Unfilled Processing	Your request has not been filled by any of the possible lending libraries we have contacted so far. ILL is still working on your request. We will identify additional potential lenders and send your request again unless your "Need By" date has expired. We will also determine whether to resubmit your request based on the reasons given by lenders for not filling the request. If canceled, the cancellation notice sent to you will briefly explain why the request was unfilled.
Awaiting Customer Reply	Your request needed more information or clarification. The ILL staff has sent an email to you asking for more information. If there is no response within 1 week, your request will be canceled.
Canceled by Customer	You have canceled your request.
Canceled by ILL Staff	The ILL staff canceled your request. ILLiad sent an email to you explaining why the item was canceled. The reason for canceling requests may be viewed by logging on to your ILLiad account, clicking "Request History > Canceled Requests", and looking at the detailed information for the canceled item.
Checked Out to Customer	Your requested ILL item has arrived, been processed by the ILL staff, and checked out to you. You have picked up your item. Until the item status changes to "Item Checked In", the customer is responsible for the item. You may view "Checked Out Items" by logging on to their ILLiad accounts and clicking "Active Requests".

Customer Notified via E-Mail	Your item is available for pickup at Dupré Library. This status reflects the customer's preferred notification method.
Customer Notified via Phone	Your item is available for pickup at Dupré Library. This status reflects the customer's preferred notification method.
Delivered to Web	Your article has arrived, has been processed by the ILL staff, and a PDF has been posted to your ILLiad account under "Active Requests > Electronically Received Articles" where it may be viewed and/or downloaded for 30 days. You will be notified via email the document is ready.
Extremely Overdue and Blocked	The item is more than 1 week overdue, and your account has been blocked until the item is returned.
In DD Stacks Searching	The item may be available electronically and is currently being searched.
In Electronic Delivery Processing	The item has been received in electronic format from a lending institution and is waiting for ILL staff to examine it, check it in, and send it to you.
In Return Address Print Queue	You have returned the item to ILL, it has been checked in by the ILL staff, and is awaiting the printing of its return address label.
In Transit to Pickup Location	Your item is has been processed by ILL staff and is ready to be placed at the ILL desk for pickup by you or your designated authorized user.
Item Checked In	Your item has been returned to ILL and checked in by the ILL staff. It is now ready for return processing.
Item Not Picked Up	You have not picked up the item by the original due date; ILL staff may choose to return material to the lender library without notice.
Item Returned	The item has been returned to the lender.
Lost or Damaged Item	Items more than 30 days overdue are declared "Lost". You will receive an invoice for replacement. Return the item and the replacement cost will be waived.
Odyssey Document Received	The item has been received in electronic format from the lending library or has just been scanned by ILL staff for electronic delivery to your ILLiad account.
Re-Submitted by Customer	You have submitted the request again after the ILL Staff has canceled the item.

Recalled - Overdue	Your item is overdue and/or has been recalled by the lending library. Please return it immediately.
Received Partial/Incorrect Item	An item was received that does not match the item that was requested. It has been returned to the lender and the original item will be re-requested.
Renewed by Customer to [date]	You have requested a renewal. ILL staff will forward this request to the lending library. You have received a temporary due date. Please check again later.
Renewed by ILL Staff	The ILL staff has forwarded a renewal request to the lending library. You have received a temporary due date. Please check again later.
Request Finished	The ILL staff has completed the entire request process. If it is a loan, the item has been checked in and returned to the lending library. If it is an electronically received article, the article viewing period has passed. Requests with this status are archived under "Requests History > Completed Requests" in your ILLiad account.
Request in Processing	The ILL staff is in the process of ordering your request from a lending library or in the process of locating, retrieving, and scanning your requested material. You may no longer edit or cancel your request at this time.
Request Resubmitted for Processing	Continued attempts have been made to obtain the item after receipt of the previous unfilled status notification.
Request Sent	The ILL staff has forwarded your request to potential lenders and is waiting for a response.
Submitted by Customer	Your request has been submitted and is awaiting processing by the ILL staff.