

Explanation of ILLiad Statuses

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

Status	Definition
Awaiting ALA Processing	Your request is being forwarded to a lending library. Additional time may be needed for special processing.
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 cost before they will lend the item. ILL is responding.
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 the requester. You will be notified shortly via e-mail.
Awaiting Customer Reply	An e-mail has been sent to you from the ILL Staff requesting your approval or additional information and we are awaiting a reply. Processing of the request will be delayed until a reply is received.
Awaiting Doc Provider Processing	Because of availability or copyright restrictions, we must obtain your item from a commercial document provider. We are processing this request.
Awaiting Extensive Searching	An initial search for the material you requested has been unsuccessful. ILL is continuing to search. If you have additional information, please contact ILL via email (ill@louisiana.edu). We may request additional information.
Awaiting Other Request Processing	We have worked on your request, but it is not ready to be sent to potential lenders.
Awaiting Overdue Notice Processing	The item has been checked out to a user and is now overdue. Often the lending institution has informed the ILL staff that the item is overdue. The user may have received at least 2 overdue notices at this point and may be blocked from using ILLiad and checking out materials from UL Lafayette Dupré Library.
Awaiting Post-Receipt Processing	Your requested material has arrived, but is not yet ready for pickup. You will be contacted by 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 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 a photocopy request, it has gone through the copyright clearance process and is ready to be searched and requested from potential lenders.

Awaiting Return Label Printing	Your item has been returned to our office and 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 the user is 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 the request again unless the user "Need By" date has expired. We will also determine whether to resubmit the request based on the reasons given by lenders for not filling the request. If cancelled, the cancellation notice sent to you will briefly explain why the request was unfilled.
Cancelled By Customer	You have cancelled your request.
Cancelled By ILL Staff	The ILL Staff cancelled the request. ILLiad sent an e-mail to the you explaining why the item was cancelled. Reason for canceling requests may be viewed by logging on to your ILLiad account, clicking the "Cancelled Requests" link, and looking at the detailed information for the cancelled item.
Checked Out To Customer	You have picked up your item. The requested ILL item has arrived, been processed by the ILL Staff, and checked out to the user. Until the item status changes to "Check In", the customer is responsible for the item. Users may view these items by logging on to their ILLiad accounts and clicking "View/Renew Checked Out Items".
Customer Notified Via E-Mail	Your item has arrived and is available for pickup at Dupre Library. This status reflects the customer's preferred notification method.
Customer Notified via Phone	Your item has arrived and is available for pickup at Dupre Library. This status reflects the customer's preferred notification method.
In ALA Print Queue	The lender requires a special form to be mailed or faxed to them. This form has been completed by ILL staff and will be sent.
Recalled- Overdue	Your item is overdue and/or has been recalled by the lending library. Please return it immediately.
Renewed By Customer	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	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 successfully completed the entire request process. If it is a copy, it is at the Circulation Desk awaiting pickup or you have picked it up. If it is a loan, the item has been checked in and returned to the lending library. Requests with this status are archived under "View Request History" of your ILLiad account.
Request In Processing	ILL is in the process of ordering your request from a lending library.
Request Sent	ILL Staff has forwarded your request to potential lenders and is waiting for a response.
Second Search	An initial search for the material you requested has been unsuccessful. ILL is continuing to search. If you have additional information, please contact ILL contact ILL via email (ill@louisiana.edu). We may request additional information.