

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 as Resource Delivery Services (RDS) staff. Library users may use these to determine the location of a request at any given time.

Status	Explanation
Awaiting ALA Processing	The item is owned by a library that does not participate in the automated interlibrary loan system. This request will be processed by using the standard American Library Association (ALA) paper request form and sent to the lending library via fax.
Awaiting Borrowing Scanning	The item has been received in paper format and the RDS staff will scan and then deliver an electronic copy to the user.
Awaiting Conditional processing	A lending library has placed a “condition” on this request and has sent us a message asking us to clarify our request, or is asking if we are willing to comply with special conditions such as restricted use, and cost before they will lend the item.
Awaiting Copyright Clearance	The article requested must be reviewed to determine if any copyright fees need to be paid. These fees are paid by the library.
Awaiting Customer Contact	The requested item has arrived from the lending institution and is being processed, but the user has not been informed yet that the item has arrived.
Awaiting Direct Request Processing	Requests should only be here for a few seconds. Sometimes request may remain here too long depending on the ILLiad system. If your request main at this status for over two days contact us. We look for and remove requests that are hung at this status.
Awaiting Document Delivery Customer Contact	The requested item has been retrieved from the VCU Libraries’ collection and has been processed, but the user has not been informed yet that the item is available.
Awaiting Document Delivery Processing	This item is available in VCU Libraries and will be retrieved and processed. The request is still at the early stages of being searched for in the catalog and the collections for availability and location.
Awaiting Document Delivery Scanning	The item has been located and retrieved from VCUL collections. The document is waiting to be scanned and saved as a PDF file for electronic delivery to the user.
Awaiting Document Provider Processing	RDS has determined in the copyright clearance process that the copyright fees must be paid and the only method available to do so or to move the request to the next status is to send the request to a commercial document provider.

Awaiting Extensive Searching	The requested item could not be identified during the initial search. Sometimes the item can be located, but no lender found. More extensive searching will now be done to identify the item and/or 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 RDS 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 VCU Libraries.
Awaiting Post Receipt Processing	The requested item has been received in ILLiad, but has not yet been processed for delivery to the requester.
Awaiting Recall Processing	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 VCU Libraries' materials. When we borrow from other libraries, we agree to their conditions and policies.
Awaiting Receipt Verification Processing	The item has been ordered and received from a lending institution. RDS staff must now verify receipt of the item.
Awaiting Request Processing	This request has gone through the copyright clearance process, if necessary. It is now ready to be searched and requested from potential lenders.
Awaiting Return Label Printing	This item has been returned to the RDS office by the user. It is currently waiting return processing so that it can be returned to the lending institution. It is at this point that the user is no longer liable for the ILL material.
Awaiting Unfilled Processing	The requested item was not filled by any of the possible lending libraries for various reasons. We will identify additional potential lenders and send the request again unless the user 'Not Wanted After Date' has expired. We will also determine whether to resubmit the request based on the reasons given by lenders for not filling the request. The cancellation notice sent to the user will briefly explain why the request was unfilled.
Awaiting Receipt Verification Processing	This item has been sent to us by a lender and we need to verify that we have received it.
Cancelled by Customer	The library user cancelled this request and no longer requires the requested item.
Cancelled by ILL Staff	A member of the RDS staff cancelled the request. ILLiad sent an e-mail to the user explaining why the item was cancelled. Reason for canceling requests may be viewed by logging on to your record, selecting the "View/Resubmit Cancelled Requests", and looking at the detailed information for the cancelled item.
Checked Out to Customer	The requested ILL item has arrived, been processed by RDS 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 from their ILLiad records and selecting ‘Checked Out Items’.
Customer Notified via E-Mail	The requested item has arrived, been processed by the RDS staff, and the customer has been notified of its availability via ILLiad’s automated e-mail. This status reflects the user’s preferred notification method (E-mail) as entered in his/her personal information page.
Customer Notified via Print	This requested item has arrived, been processed by the RDS staff, and the user notified of its availability via the phone. This status reflects the user’s preferred method of notification (Print) as entered in his/her personal information page.
Delivered to Web	The requested item has arrived, been processed by the RDS staff, and been posted to the requesting user’s personal ILLiad page, where it may be viewed and/or downloaded electronically using Adobe Acrobat.
Document Delivery Article Scanned	The article has been retrieved from the VCUL collection and scanned to create a PDF file for electronic delivery to the user.
In DD Stacks Searching	This item is available in VCU Libraries and is being searched for in one of the libraries.
In Electronic Delivery Processing	The item has been received in electronic format from a lending institution and is waiting for RDS staff to examine it, check it in, and send to the user.
Item checked In	The item was borrowed from another library, returned by the user, and checked in by the RDS staff. It is now ready for return processing.
Item Returned	The item has been returned to the lending institution.
Request Finished	The entire request process has been successfully completed. Requests with this status are archived under “View Request History” of your ILLiad record.
Odyssey Document Received	The item has been received electronically by VCU Libraries. Items should remain at this status for a very short time and then send directly to the user. Notify us immediately at ulsjbcil@vcu.edu or 804-828-1115 if an item remains at this status for more than 1 business day.
Request in Processing	This request is being processed at this time.
Request Sent	This request has been sent to possible lenders and we are waiting for the item to be shipped to us. ILL requests remain at this level until the ILL staff changes the status after receiving the item. Each appearance of this status for the same requested item represents the number of times your request has been submitted to lending libraries. The number of request submittals is determined by your “Not Wanted After Date”, the reasons libraries denied our request

	and the number of available lenders.
Submitted by Customer	This request has been submitted by the customer and is waiting processing by the RDS staff. This status is automatically assigned and moved to the next stage of processing by the ILLiad system.

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