

What is the status of my ILL request?

From your ILL account, click on the “Outstanding Requests” link under the View menu on the left. The status of the request is listed under the “Status” column on the right.

An explanation of each status is listed below. If the status you are looking for is not listed, please contact the ILL office at libill@jjay.cuny.edu or call 212-237-8257 for more information.

Awaiting Borrowing Scanning

An article request was received and is being processed for electronic delivery by the ILL staff.

Awaiting Conditional Processing

A potential lender has asked us for further information about your request (e.g. citation details) or they have asked us whether we are willing to comply with special conditions (high cost, restricted use, etc.) before they will supply the item.

Awaiting Copyright Clearance

This article request must be reviewed by ILL staff to determine if any copyright fees will be incurred.

Awaiting Customer Contact

This request has arrived and has been processed by the ILL staff, but we have not yet emailed the patron notifying them that the item is available.

Awaiting Odyssey Processing

ILL staff is preparing to send an article electronically to you.

Awaiting Post Receipt Processing

This item has been received by ILL staff, but has not yet been processed for delivery to the patron.

Awaiting Recalled Processing

The lending library has recalled the item and wants it sent back immediately. We will notify the patron by email that the item needs to be returned.

Awaiting Renewal Request

The patron has requested a renewal for this item. ILL staff is waiting for a response from the lending library. The patron may keep the item until the ILL department notifies the patron whether the lending library granted a renewal or not.

Awaiting Renewal OK Processing

The lending library has granted a renewal for the item and the ILL staff is updating the request. The user will be notified of the new due date by email.

Awaiting Request Processing

This request has been submitted by the patron and has gone through the copyright clearance process, if necessary. It is now ready to be searched by ILL staff, and requested from potential lenders.

Awaiting Return Label Printing

This item has been returned by the patron. It is currently waiting to be processed by ILL staff so that it can be returned to the lender.

Awaiting Unfilled Processing

This request was not filled by a potential lender. We will try to find additional libraries that own the item and send the request to them.

Cancelled By Customer

The customer has cancelled this request and no longer requires the item.

Cancelled By ILL Staff

This request has been cancelled by the ILL staff. You can view the reason for the cancellation by logging on to your ILL account and clicking the "Cancelled Requests" link on the left. Click on the transaction number for the request. Under the "Notes" table, you will see the reason for the cancellation.

Note: If one of your requests is cancelled by the ILL staff, we will immediately send you an email message explaining why the item was cancelled.

Checked Out to Customer

The requested item has arrived from the lending library, has been processed by the ILL staff, and has been picked by the patron or by one of his/her proxies from the Library's reference desk. Until the item's status is changed to "Item Checked In", the patron is responsible for the item.

Customer Notified via E-Mail

An e-mail message has been sent to the patron, notifying him/her that the request is now available either online via the patron's ILL account (for articles) or from the reference desk on the second floor of the library for pick-up (for books).

Delivered to Web

The requested item is available for thirty days from the date received via the patron's ILL account where it may be viewed and/or downloaded.

Extremely Overdue and Blocked

The item is more than 1 month overdue and the user has been blocked until the item is returned.

In Electronic Delivery Processing

An article request has been received electronically. However, a computer error has prevented the article from being delivered to you. Contact ILL staff when article requests appear with this status.

In Print Queue

The item has arrived, been partially processed by the ILL staff, and is waiting for the ILL identification label for the item to be printed.

In Return Address Print Queue

This item has been returned by the patron, checked in by ILL staff, and waiting for return shipping labels to be printed.

Item Checked In

ILL staff received this item from the patron and checked it in. The item is now ready to be returned to the lender.

Item Returned

The item has been returned to the lender.

Not Received

The item has been shipped by the lender over two weeks ago and has not yet arrived. The lender has been contacted. The request might be sent to other potential lenders.

Received Partial/Incorrect Item

An item was received that either does not match the item that was requested or is incomplete. The ILL staff will determine the quickest means to correct this.

Request Finished

The entire request process has been completed successfully. Requests with this status are archived under the "View Request History" link.

Note: Cancelled requests are not at "Request Finished" status and, as such, are not listed under the "View Request History" page. Cancelled requests can be found under the "Cancelled Requests" link.

Request In Processing

This request is currently being processed by ILL staff.

Request Sent

This request has been sent to potential lending libraries and we are waiting for the item to be shipped by a lender.

Submitted by Customer

This request has been submitted by the customer and is waiting to be processed by the ILL staff.

These explanations were compiled, in part, from the following pages:

Virginia Tech University Libraries:

<http://www.ill.vt.edu/ExplanationOfILLiadStatuses.htm>

West Virginia University Libraries: <http://illiad.lib.wvu.edu/definitions.html>
Montana State University Libraries: <http://www.lib.montana.edu/ill/status.php>
University of Minnesota Libraries: <http://www.lib.umn.edu/services/illreqdefs>

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