New users of Interlibrary Loan (ILL) should consult the Handout Register for Interlibrary Loan. The handout explains the steps to registering to use the ILL service.

It can take up to 2 weeks to receive print items via ILL, so prepare accordingly during busy times of the semester (midterms and finals). Most articles requested are received electronically. Interlibrary Loan uses a program called RapidILL where most articles are received electronically within 24 hours (some may be received faster than that).

Consult the Handout Accessing an Article Received through Interlibrary Loan (ILL) for information on how to retrieve an item that has been received through ILL.

**Ordering an Article through ILL**

**Article found through library database**

- If an article has been found in one of the databases and it has the icon next to it, it means that the article is not available in full-text. To find out if it is available in another database full-text, first, click on the Find It button.

- This article is not available in another database and will need to be ordered via ILL.

Click on the Find It button to see if the article is available in another database.

Click on the link for Request it from Interlibrary Loan.
The logon screen for the Interlibrary Loan program (ILLiad) will pop up.

If you have never ordered an item through Interlibrary Loan before, you will first need to register. Click on the link, First Time Users, and fill out the registration form. For additional assistance with registering, consult the Handout *Registering for Interlibrary Loan*.

The request screen will be shown, with many of the fields already completed. Fill in any information that is missing, making sure all fields with * are completed.

Click Submit Request at the bottom of the screen. Notification of when the article has been received will be sent by e-mail. To access the retrieved article, log into ILLiad.

**Article found through other research**

You have found a reference to an article in a book or online and want to see if it is available full text in the library’s databases. To find out if it is available in the library, you can use OneSearch or Citation Linker (See the Handout *Determining if a Specific Article is Available in the Library* for additional assistance).

If the article is not available through one of the library’s databases, you will need to order it via ILL.

To order the article, go to the library’s home page: [https://www.frostburg.edu/library/](https://www.frostburg.edu/library/).

Click Use Interlibrary Loan in the Get Help Section of the library’s home page.
The logon screen for ILLiad pops up. Once logged in, the main screen for ILLiad will be shown.

The Photocopy request screen will be shown.

Fill in all items with the * next to them.

Once all items have been completed, click on the Submit Request Button at the bottom of the screen.

An e-mail will be received when the item arrives.
Ordering a Book through ILL
- Ordering a book through ILL is very similar to ordering an article through ILL.
- **First** check to see if the book is available in the library or through another USM campus (it will arrive faster).
- If the book is not available through one of these avenues, then order it via ILL.
- To order the book, go to the library’s home page: [https://www.frostburg.edu/library/](https://www.frostburg.edu/library/).
- Click Use Interlibrary Loan in the Get Help Section of the library’s home page.
- The logon screen for ILLiad will appear. Once logged into ILLiad, the main menu will appear.

![ILLiad](image)

Click on the Book request

![Book Request](image)

Fill in all items that have an * next to them. Once completed, Click on the Submit Request Button at the bottom of the screen.

**NOTE:**
If you are a FSU distance student, you can have the item you request delivered to your home address via UPS. In order to have the item delivered to you:
- Call the Library Services Main Desk (301-687-4395) and state that you are a distance student who just ordered a book through Interlibrary Loan.
- The Library Services Main Desk will double check your mailing address and have the item set to be sent to you when it arrives at FSU.
- As a distance student you will be sent an additional e-mail before the print item is sent to you notifying you of your responsibility for the item from the time it leaves FSU.
- You will also receive instructions on how to send the item back using the pre-paid UPS label.

For additional assistance, please contact the Interlibrary Loan office at ill@frostburg.edu or 301-687-4886.