In this installment of Library Letters, I'll highlight three of the primary support services available through Interlibrary Loan (ILL). You will need to use your ILLiad account for these types of requests (note, you will be prompted to register the first time you submit a request). This service is freely available to you, whether you are located in Blacksburg/New River Valley, or one of the Extended Campus locations.

1. Items not held in the University Libraries collections:

- ILL can request materials from other libraries, including: journal articles, books, book chapters, media, conference proceedings/papers, theses & dissertations, standards, and patents.
- This short video shows how to submit a request for on-campus users (extended campus users see #3 below for video link, bullet points below still apply).
    - Use ILLiad to request items.
        - If you access ILLiad by following a Get VText link, the form will auto-populate with the citation information (just verify it for accuracy).
        - You can manually enter information into the form based on a selected material type.
            - While most material types are self-explanatory, make sure to use the "article" form to request a *book chapter* and not the full book.
    - You can set up your ILLiad account to deliver physical items to the Vet Med Library or other location that is closest to your office, and return ILL items to that same location (extended campus users, see #3 below), just *not* the outdoor book drops.

2. Desktop Delivery:

- If you'd like an electronic format of an item we have in print or microfilm, ILL can scan articles from journals and conference proceedings, book chapters, standards, newspapers, trade magazines, and technical papers.
    - Note, we cannot scan entire books, or copy files from DVDs or CDs, as these actions violate copyright.
- To request a scan of a physical item, use the "article request" form in ILLiad and fill out with as much information as you have. To help expedite the request, include the URL of the item from the library's catalog in the notes field.

3. Extended Campus Users:

- For extended users (distance students, faculty, and staff who study and work on the extended campus), ILL delivers library materials and scans/photocopies of articles owned by the University Libraries to you. Extended campus users are those outside of the immediate Blacksburg campus area (the counties of Giles, Montgomery, and Pulaski).
    - This short video shows how to submit a request for extended campus users. You will receive a pre-paid postage mailer to return the materials. Please allow enough time for the materials to be mailed back to the University Libraries.

- For items not owned by the University Libraries, use your [ILLiad account](#) as discussed in the bullet points for #1 above
- For items owned by the University Libraries, use the "*Extended campus users request via ILLiad*" link located on the right hand side of a catalog record . After making a selection, you will be prompted for your account information.
  - Make sure your address is current in your ILLiad account, as this is where all physical materials will be mailed to.

If you have questions about Interlibrary Loan, check out their website: https://guides.lib.vt.edu/ill/main, email (ill@vt.edu), or call (540-231-2322). You can also stop by the [Vet Med Library](#) and we'll be happy to help.