How to Use: ILLiad Interlibrary Loan Services
Alfred C. O'Connell Library - Genesee Community College

Request Library Materials from Home, 24 Hours a Day, 7 Days a Week

What is ILLiad Interlibrary Loan?
ILLiad Interlibrary Loan is GCC’s online system for requesting library materials. These items may be owned by GCC or by another library. The materials will be sent to the campus location of your choice. You can request a book, audiovisual material or a copy of an article by using ILLiad.

To Start:
1. Go to the library homepage at www.genesee.edu/library and click on ILLiad in the Find It Box or go directly to https://www.genesee.edu/library/library-services/interlibrary-loan/.
2. At the ILLiad login page, enter your GCC network or myGCC username and password and click Logon to ILLiad. If you are logging on for the first time, you will be taken to a new user registration form which you will need to fill out.

IMPORTANT: Toward the bottom of the new user registration form, at “Delivery Location/Campus Center,” select the campus center where you want the items to be delivered.

To Request Books:
1. If you know the Title, Author, and ISBN of the book you would like to request and you have an account, log onto ILLiad. Select the appropriate link under New Request (left side) then fill out and submit the request form.
2. If you do not know the Title, Author, and ISBN, you can locate books to request by searching the Campus Center Catalog. At the library homepage, click on Campus Center Catalog, then search by keyword, title, author, or subject.
3. Once you find a suitable book, click Get It and you will be prompted to log on to ILLiad.
4. After logging on, a request form will pop up with all of the book’s information already in place. Scroll down and make sure that all required fields are filled in. Click Submit Request.

To Request Articles: Within the database, click on the article’s Get Full Text link. Click Request via ILLiad Interlibrary Loan and you will be prompted to log on to ILLiad. A form will pop up with all of the information already in place. Scroll down and make sure that all required fields are filled in. Click
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Submit Request.

**How long will it take to get my request filled?**
**If GCC owns the item:** 2-4 days.
**If GCC does not own the item:** 1-3 weeks for book loans and less than one week for articles.

**How and where do I get my items?**
You can check the status of your requests by logging on to ILLiad then under View (left side) choose the appropriate link.

**Articles:**
- Articles will be delivered electronically in PDF format. **Check your GCC email** regularly while you are waiting for your requests. The email notification will provide you with additional information regarding how to retrieve your requested items.
- Electronically delivered articles will be available to you through the ILLiad system for **30 days only**. We also suggest you print out your article when you first view it as a safeguard against losing access later.

**Books and Other Materials:**
- **We will only send books and other materials to your designated campus center.** After you have made a request, you will be notified via **GCC email** when your materials have arrived.
- No books or other materials will be sent to your home. We are not able to ship items elsewhere, so if you are too remote from a campus center to pick up materials, you will not be able to request these items through ILLiad. If this is the case, we suggest that you visit a local or academic library, such as a college or university, near your home to find materials.
- You are responsible for picking up these materials from the campus center and returning them to the campus center by their due date.

**How long may I keep loaned books and audiovisual materials?**
**If GCC owns the item:** Usually 3 weeks with renewals.
**If GCC does not own the item:** Usually 3 weeks with no renewals. You may, however, request a renewal for non-GCC items via **ILLiad**. Whether your renewal is granted depends on the lending policies of the library who owns the item. You will be notified via **GCC email** regarding the status of your renewal request.

**How do I renew GCC items?**
Most GCC items can be renewed online (as long as they are not overdue) by going to the Library Catalog and logging into your library account, or you may also call the Circulation Desk at (585) 345-6834 during normal library hours. Items that are overdue by a week or more must be renewed in person in the library.

**Got Questions? Contact a Librarian:**

| In Person: | Library Information Desk |
| Phone: | 585-343-0055 Ext. 6419 |
| Email: | Click on Email from the library’s web page |
| Chat: | Click on Chat online from the library’s web page |