

## SUBMITTING ARTICLE REQUESTS USING ILLiad from the Boston Public Library (BPL)

- Go to [ILLiad.bpl.org](http://ILLiad.bpl.org)
- Enter your user name and password (available from [interlibraryloan@bpl.org](mailto:interlibraryloan@bpl.org).)
- Choose to request a photocopy.
- Fill out the form as completely as possible: issue numbers and page numbers are very helpful. ISSNs can minimize turnaround time. Please provide complete journal titles, not abbreviations.
- Put your patron's name and contact information in the notes field and any other information you would like us to have about your request. If you need a paper copy of your request, print the page before clicking on submit.
- Submit the request by clicking on "Submit."
- If you forgot to print a paper copy of the request you can click on "*View/modify outstanding requests*", click on the request you just made, block and copy into Word and print it out.
- You may check on the status of your request by clicking on "*View/modify outstanding requests*", click on the request number that you want to view and page down to "*Item tracking information*." Remember that "Request Sent" doesn't mean the request has been sent to you. The request has been sent to another library by BPL staff and the article will be shipped to your library when BPL receives it.
- When an article is delivered to the web, you will receive an email informing you (if you have supplied us with an email address). Otherwise when you check "*Item tracking information*," the request's status will be "delivered to the web." To view your article click on "*View/download electronically received articles*." (You will need Adobe Acrobat on your pc to view the document. Acrobat can be downloaded for free at [www.adobe.com](http://www.adobe.com).)

Important notes – OVER

**Important!!!!**

**After** you log in to ILLiad  
**Before** you make your first request:

Page down on the main menu screen until you come to the button:  
"Change Personal Information"

1. If the name of your library or its address is incorrect, please contact the Boston Public Library Interlibrary Loan Department ([interlibraryloan@bpl.org](mailto:interlibraryloan@bpl.org)), Susan Applegate ([sapplegate@bpl.org](mailto:sapplegate@bpl.org)), or Marsha Bennett ([mkbennett@bpl.org](mailto:mkbennett@bpl.org)) to have it corrected.
2. Please enter the email address to which you want request statuses sent. **This should be an email box that is looked at frequently.**
3. For: *Preferred Article and Preferred Loan Delivery Method*, choose mail (which means the delivery system for most libraries.)
4. For: *Preferred Electronic Delivery if Possible (pdf file via web)*, please choose yes from the drop-down menu.
5. For: *Authorized Users*, please enter a contact person for ILL. Other staff can use the system if they have been given the username and password.
6. If you have questions about the status of a request or about ILLiad in general, please contact the Boston Public Library Interlibrary Loan Department ([interlibraryloan@bpl.org](mailto:interlibraryloan@bpl.org)), Susan Applegate ([sapplegate@bpl.org](mailto:sapplegate@bpl.org)), or Marsha Bennett ([mkbennett@bpl.org](mailto:mkbennett@bpl.org)).

## Some hints for requesting articles from Boston Public Library

Please provide a **full citation** and, if that's not available, please use the "Where did you find this item" section at the bottom of the request screen to provide source of citation or provide any additional information to help us find the article.

Please provide **full journal titles** (without abbreviations) and, if possible, **ISSNs**. This will help first-look staff to process immediately; otherwise requests might move to the Extensive Searching queue for further review.

One very helpful source for finding journal titles/ISSNs is the website **JournalSeek**; <http://journalseek.net/>. Using the search field on the right, you can type in abbreviated and/or full titles or ISSNs to find records that supply all of the above. This often provides the journal website link which helps locate missing details such as page numbers.

If it's an article on a medical subject, including psychiatry, the National Library of Medicine's **PubMed**, <http://www.ncbi.nlm.nih.gov/sites/entrez>, is your best source. You can use the Single Citation Matcher with any available keywords or numbers and will hopefully find an article match. Once you find the relevant citation, use the "Display Settings" drop down and choose Medline where you'll find the ISSNs, for both print and electronic editions. Occasionally, you might find that the article is available full-text and free thus eliminating the need for submitting a request.

For older journal titles it might help to look at the Union list of serials in libraries of the United States and Canada. BPL digitized all 11 volumes which can be found by looking up the title in: <http://www.archive.org/> As an example, here's the volume with titles beginning with "A": <http://www.archive.org/details/unionlistofseria00greg> This set was annotated by BPL librarians of decades past and include our call numbers in most cases.

Last but not least, there's always Google! Sometimes it even helps locate the full text of an article you're searching for!