

Status	Definition
Awaiting Extensive Searching	We have performed an initial search for the material you requested, without finding a potential lender. We will continue to try to locate the material.
Awaiting Conditional Processing	A potential lender has responded to your request with a question or information. We will make the appropriate response to keep your request active.
Awaiting Unfilled Processing	We have sent your request to potential lenders but no one has filled the request. We will continue to try to obtain the material from other sources.
Awaiting Other Request Processing	We have worked on your request, but it is not ready to be sent to potential lenders.
Awaiting Copyright Clearance	We are checking to see if a copyright fee is required to obtain the requested article.
Awaiting ALA Processing	The lender for this item requires a paper form (the ALA form) to be sent via fax or U.S. Mail. We are processing the ALA form to keep your request active.
Awaiting Customer Contact	The requested material has arrived and is ready for pickup, but the customer has not yet been contacted.
Awaiting Doc Provider Processing	Because of availability or copyright restrictions, we must obtain your item from a commercial document provider. We are processing this request.
Awaiting Post Receipt Processing	The requested material has arrived but is not yet ready for pickup.
<i>Awaiting Request Processing</i>	<i>We have received your request and it has gone through the copyright clearance process. We will now try to locate potential lenders.</i>
Awaiting Return Label Printing	Customer has returned item to the Library. It is awaiting return processing by the ILL staff.
Cancelled by Customer	Customer has cancelled the request.
Cancelled by ILL Staff	The request has been cancelled by ILL staff. By clicking the "View/Resubmit Cancelled Requests" button you can obtain detailed information about the cancelled item. If the ILL staff cancels an item, ILLiad immediately sends an e-mail message or alerts the ILL staff to place a phone call or send a card through campus

	mail explaining the reason for cancellation.
Checked Out by Customer	The item has arrived, been processed by the ILL staff and checked out to the customer.
Customer Notified via E-Mail	The item has arrived, been processed by the ILL staff and the customer has been notified. This status reflects the customer's preferred notification method (E-Mail) as selected by his/her preference.
Customer Notified via Phone	The item has arrived, been processed by the ILL staff and the customer has been notified. This status reflects the customer's preferred notification method (Phone) as selected by his/her preference.
Delivered to Web	The item has arrived, been processed by the ILL staff and posted to the customer's personal ILLiad page. It is available to be viewed and/or downloaded electronically via Adobe Acrobat.
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 library staff when article requests appear with this status.
In Print Queue	The item has arrived and been partially processed by the ILL staff and is awaiting the printing of the ILL identification label.
In Return Address Print Queue	The item has been returned by the customer, checked in and is awaiting the printing of the return address label.
Item Checked In	The item has been returned by the customer, checked in by the ILL staff and is waiting return processing.
Received Incorrect/Partial Item	The item received either does not match requested item or is incomplete. The ILL staff will determine the quickest way to correct the problem.
Request Finished	The request has been successfully processed and completed. Requests with this status are archived under "View/Request History" button. (Cancelled requests are not considered finished requests and can be found under the "View/Resubmit Cancelled Requests" button).
Request Sent	The request has been sent and ILL is

	waiting for a potential lender to ship the item.
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