

## **Patron Has Completed the Wrong ILLiad Form**

*This information can be changed on all forms: Lending, Borrowing, and Doc Del*

*This would be done by ILL Staff*

1. Double click on "Awaiting Request Processing."
2. Request screen will open
3. In the Notes Field the patron has the following note: "*I only need the chapter by Martin, pages 115-132*" but the request is completed for a **Loan** and not an Article - Chapter.
4. To switch the request to an Article Request (for the chapter)
5. Click once on the bubble for "**Article**" (right below the ribbon and first row of tabs)
6. This will move most information from the Loan Info tab to the **Article Info** Tab
7. Change the doc type to **article or book chapter**.
8. You may need to type in information to complete the request
9. The Journal Title would be the *Title of the Book*
10. The Volume could be the volume of the book, the *Chapter needed*, or the edition
11. The Date would be the Copyright year of the book
12. The Page numbers would be the chapter pages
13. The Article Title would be the *Title of the Chapter*
14. Any changes will be highlighted with yellow
15. Delete information from all fields on the **loan info** tab
16. After making your changes, click on the Save icon in the top tool bar.
17. Proceed as normal-check our collection to see if we own this book title or proceed with ordering through OCLC.

### **Citation is not Matching:**

- If you feel like a citation does not make sense, please give to a reference librarian to confirm the information.

### **Examples:**

- Requests are made for Book chapters, but only the title of the book and the author of the chapter are provided. The author of the book will not match the author of the chapter
- Article requests are completed without the journal title or page numbers
- Article requests are made for book chapters, but the title of the book is not provided