ILLiad Makes Interlibrary Operations More Efficient

Virginia Polytechnic Institute

The interlibrary borrowing process became less labor-intensive and more customer friendly thanks to Virginia Tech's development of ILLiad, a groundbreaking interlibrary loan automation software system. ILLiad, an acronym for InterLibrary Loan Internet Accessible Database, was developed at Virginia Tech in 1997 by Jason Glover when he was a programmer in the InterLibrary Loan Department. Licensed to Atlas Systems, the software was developed under funding from Virginia Tech.

The innovative technology allows librarians to perform many interlibrary functions involving the complete process of borrowing. Functions range from searching for lending libraries that have the requested material to sending overdue notices to customers.

Virginia Tech's technology streamlines the entire borrowing system and generates a higher level of customer satisfaction and service.

> *The labor-saving software helps libraries by eliminating paper records and manual record keeping. Library patrons benefit from ILLiad's efficiencies, too, since they can track the progress of their requested library materials online.*

Harry Kriz, Director of Interlibrary Loan Services at Virginia Tech points out ILLiad is more than a management system since it not only helps library staff accomplish their day's tasks, it benefits customers by helping them accomplish their research and reading goals. ILLiad is now in use by nearly 800 libraries, including about 80 percent of U.S. research libraries.

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