

When Abed started his research paper he was content to use the materials available from the CEU Library. But when he dug deeper it turned out that CEU Library didn't have a few of the sources he needed.

As he was searching, he noticed that some items were listed, but not available in CEU Library's subscriptions. Those items said next to them, "request from another library."

So he followed that link and filled out the Interlibrary Loan form (also known as ILL). He put in as much information as he had about the book he needed. He selected the pickup location and submitted the form.

Then, he wondered how long it would take to get the book, so he looked at CEU Library's ILL page which had the answer to his question, along with several other answers he found useful.

A few days later he received an email saying that the book he requested was available in a nearby Library in Vienna. The email gave him directions to that library and information about how to access it.

He also needed a journal article so he filled out the form and later got an email with options for picking it up at the Library's information desk.

Using ILL became almost an everyday practice for Abed. He could get books, articles, book chapters, conference proceedings, and more. The librarians always did their utmost to get him what he needed. Only occasionally would they find that there were no copies available.

One time he wanted to get a thesis that was only available in a remote location, not available via ILL. So a CEU Librarian connected him to the author and they began a correspondence about their mutual research interest.

So Abed was happy and excited about the fact that he could get access to almost anything he needed, with the help of the CEU librarians.