Faculty, Staff and Library Patrons:

Loansome Doc, the article ordering service we use for interlibrary loan, will be retired on July 1, 2019. This document provides information on how you can continue to order articles from the ETSU Medical Library without Loansome Doc. Three alternatives will be outlined. They are:

- Sending a direct email request to the interlibrary loan department
- Using the online order form to submit a request
- Ordering directly through PubMed—single or multiple articles

If you have any questions after reviewing this document, please direct them to Kelly Loyd at loydk@etsu.edu or (423)439-7032.

Please read this document and decide which document ordering method you prefer to use. It is entirely up to you which one you want to select.

1. **Sending a direct email request to the interlibrary loan department.**
   You can email us a request for an article or articles by sending us an email at Quillenill@etsu.edu. You can send a citation or a link to an article or multiple articles and we will order the article and email it to you within 1-3 business days.

2. **An online order form is available on the ETSU Medical Library webpage here:** https://www.etsu.edu/medlib/
   a. The link to the order form is on the left side on the webpage in the box marked *My Library*. This link is *Order ILL Document*. It is circled in the figure below.
b. Clicking on the link will open up the **Interlibrary Loan Request form**. You can fill in all the information in the empty fields and click **Submit Form** at the bottom of the page to submit your request. This form is best if you are requesting one article. If you wanted to request another article, you would need to access and fill out the form again.

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Please scroll down for the guide on ordering through PubMed.
3. It is also possible to order directly from the PubMed page. Articles can be ordered through PubMed individually or in a batch. The process for both is outlined below.

Ordering an individual article through PubMed:

a. Access PubMed through the ETSU Medical Library webpage and bring up the abstract for the article you need. In the upper right corner above the abstract, there is a link called Send to. It is circled in the figure below. Click on that link.

b. After you click on the Send to link, a drop-down menu will appear with several options to select. Please select the Email option.
c. Clicking on the **Email** option will expand the drop down menu. This menu will provide a space for you to fill in. In the space under **email**, type **Quillenill@etsu.edu**. In the space marked **additional text**, put your name and email you would like the article sent to. You may also need to complete the CAPTCHA at the bottom of the window. After you have entered the information, click **E-mail** at the bottom of the window.

d. If the order was emailed successfully, you will see a green box with a checkmark just above the abstract that indicates that the email was sent.
Ordering a batch of articles through PubMed.

In some cases, it is necessary to order several articles rather than one article. The ordering process is similar for both. Ordering several articles requires the use of the PubMed clipboard. Please see the steps below:

a. If you are conducting a longer search and will need to request several articles, you will need to place the articles in the PubMed clipboard before you order them. To place an article citation in the clipboard, click on the Send To link above the article abstract and select Clipboard. Click on the Add to Clipboard icon at the bottom of the window.

b. Repeat this process with any articles you want to order. After you have found all the articles you want, you will need to access the clipboard to order them. You can access the clipboard by clicking on the number items next to the word Clipboard in the abstract page (circled below).
c. After you have accessed the clipboard with the articles you have saved, you will need to select all of the articles you wish to order by clicking the empty squares next to each citation. Only items that are selected will be requested. The item is selected when the empty box is filled with a check mark.

d. After you have selected the articles you want to order, click the Send to link and select Email. The drop down box will tell you how many items you have selected to order in the subject line.
e. Fill out the E-mail field with Quillenill@etsu.edu and the Additional text field with your name and your email. Complete the CAPTCHA and click E-mail at the bottom of the box.
f. Just as with a single article, if the order was successful, you will see a green box with a checkmark just above the abstract that indicates the email was sent.

If you do not see a green box with a checkmark or have questions about your request, please contact the ETSU Medical Library Document Delivery Coordinator Kelly Loyd at loydk@etsu.edu or the Document Delivery Assistant Jacob Bilek at bilekj@etsu.edu.