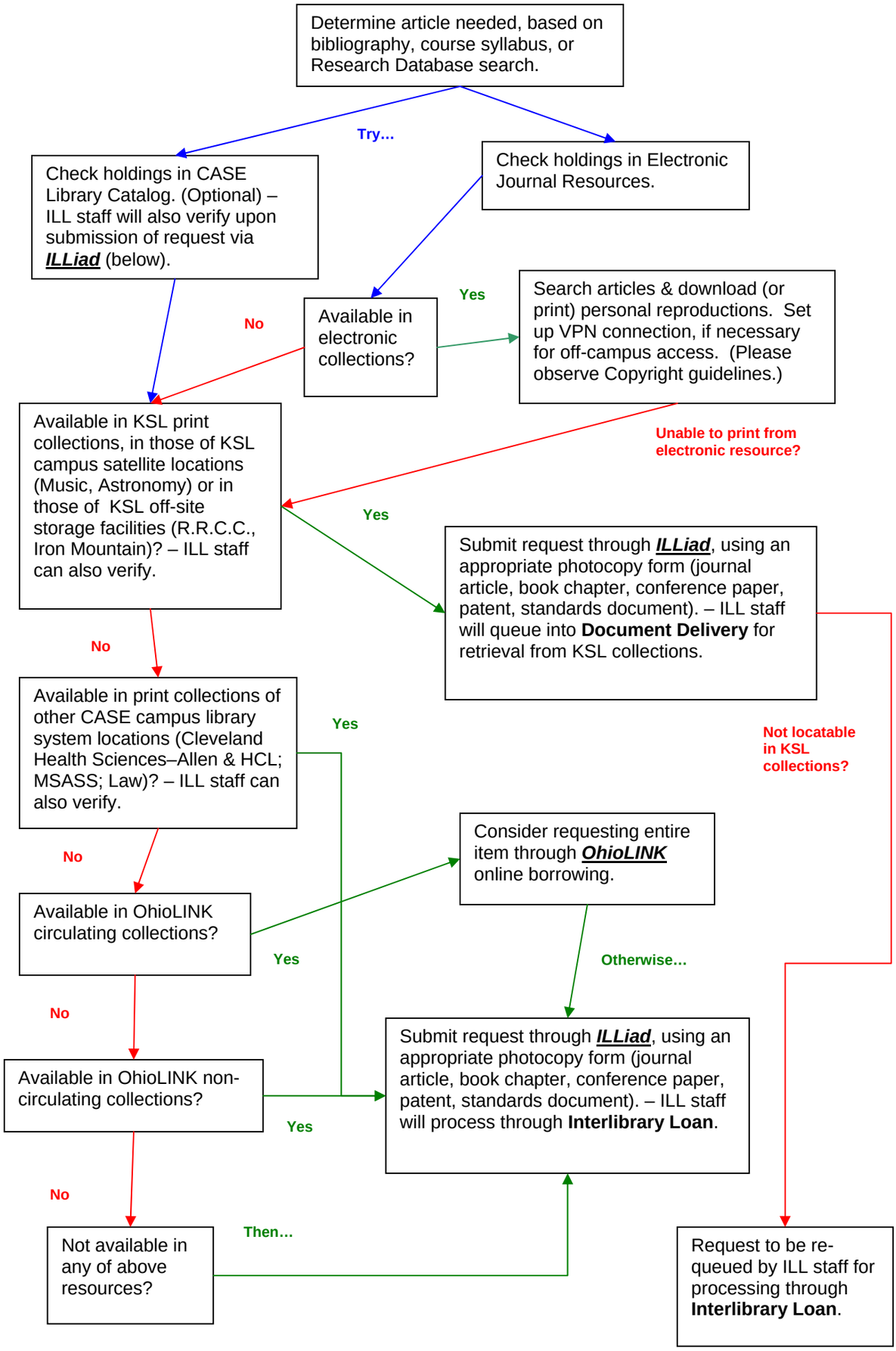Search/Request Strategy & ILLiad Use: Articles, Distance Ed