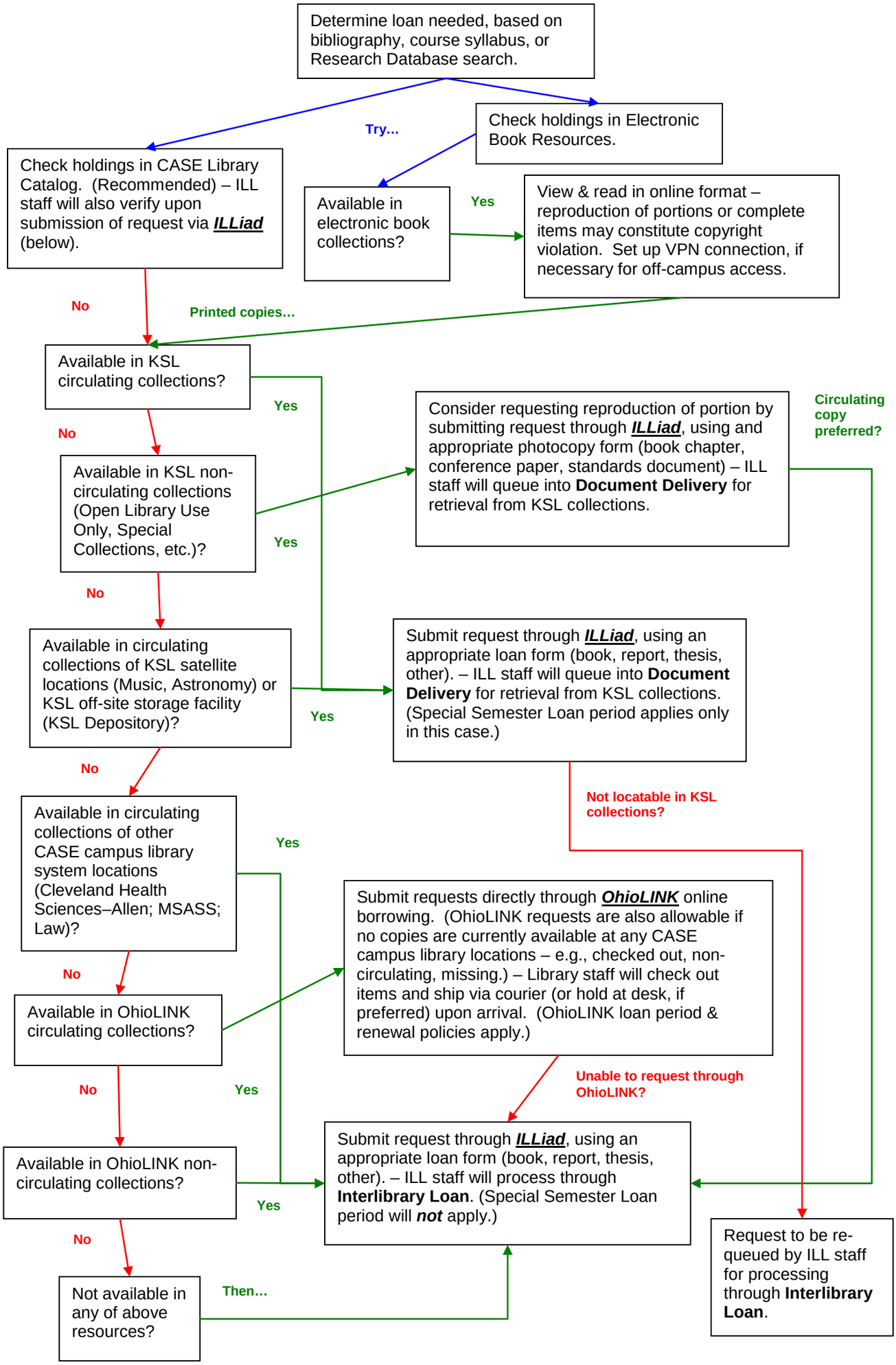Search/Request Strategy & ILLiad Use: Loans, Distance Ed