

**From:** [REDACTED]  
**To:** [InterLibraryLoan](#)  
**Subject:** Re: ILL success!  
**Date:** Friday, November 11, 2022 10:28:13 AM

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Hi Kel,

You're so thoughtful. Sorry you have a glitchy Voice Mail system! What I recall is the voice mail refers to colleagues and students leaving messages as "Customers" which I found very annoying.

Right after I left that message, I had something different to say, and I put it in an email, but I can't remember what it was, and as we know we have this all worked out, so nothing needed for now.

Many thanks again for all your help and encouragement!

G'weekend,

[REDACTED]

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**From:** InterLibraryLoan <InterLibraryLoan@citytech.cuny.edu>

**Date:** Friday, November 11, 2022 at 10:14 AM

**To:** [REDACTED]@citytech.cuny.edu>

**Subject:** RE: ILL success!

Hi [REDACTED],

For some reason I **\*just\*** got the voicemail that you left on 10/20. Glad that we got it figured out but this new phone system seems to be very glitchy.

Anyway – I didn't want you to think I had ignored it!

-Kel

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**From:** [REDACTED]@citytech.cuny.edu>

**Sent:** Tuesday, October 25, 2022 12:36 PM

**To:** InterLibraryLoan <InterLibraryLoan@citytech.cuny.edu>

**Subject:** Re: ILL success!

Hi Kel,

Many thanks! It's been a bit of a journey, especially since I was worried about losing my

[REDACTED]@citytech.cuny.edu email address, my login, and my ILL. [REDACTED]  
[REDACTED] he offered me a workaround to keep my email as is, and not end it as the Help Desk said it would, on November 13. Your help solidified my login as well—and therefore my ILL.

Sooo grateful! And since I registered successfully for ILL with my gmail email address, and you said that is fine, I'll keep it that way.

Have a good day, and many thanks again for cheering me on,

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**From:** InterLibraryLoan <[InterLibraryLoan@citytech.cuny.edu](mailto:InterLibraryLoan@citytech.cuny.edu)>

**Date:** Tuesday, October 25, 2022 at 12:16 PM

**To:** [REDACTED] <[\[REDACTED\]@citytech.cuny.edu](mailto:[REDACTED]@citytech.cuny.edu)>

**Subject:** RE: ILL success!

Hi [REDACTED],

Yes, the way that it is set up now you'll always use your CUNY login to access ILL. You also have access to other library eresources (databases and journals) with your CUNY login as well.

I think it should last indefinitely. That's what [REDACTED] seemed to indicate to me, but do let me know if there's any issues.

I know campus has been big about everyone using their official emails, but for ILL it's fine to use your gmail.

I'm glad we finally got it to work!

Thanks,  
Kel

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**From:** [REDACTED] <[\[REDACTED\]@citytech.cuny.edu](mailto:[REDACTED]@citytech.cuny.edu)>

**Sent:** Thursday, October 20, 2022 12:55 PM

**To:** InterLibraryLoan <[InterLibraryLoan@citytech.cuny.edu](mailto:InterLibraryLoan@citytech.cuny.edu)>

**Subject:** ILL success!

Hi Kel,

After I left you a message today asking you to call me, I tried one more time to register for ILL. Something came up asking for my CUNY login. I don't recall that showing up last time, or maybe it did, and I missed it. So today I entered my CUNY login, and I got registered for ILL. Terrific!

Will this registration last? I don't know. I hope so.

Because I've been told that my city tech email will be changed on Nov. 14, on the ILL registration form, I used my regular not my city tech email address, [REDACTED] I hope that's not a problem

Meanwhile, after the President's Office asked me to speak about a key City Tech leader, and I did, at the Memorial, the President said he'd do a workaround to allow me to keep my City Tech email address.

I'll keep you posted. I'm most grateful for your pursuing my ILL and library rights as an emerita retiree.

With many thanks,

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**From:** InterLibraryLoan <[InterLibraryLoan@citytech.cuny.edu](mailto:InterLibraryLoan@citytech.cuny.edu)>

**Date:** Tuesday, October 18, 2022 at 12:18 PM

**To:** ██████████@citytech.cuny.edu

**Subject:** RE: ILL

Hi █████,

Not sure if you saw the email from Sandra in HR. Could you try logging in with your CUNYFirst credentials and let me know if it works or not?

Thanks,  
Kel

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**From:** ██████████@citytech.cuny.edu

**Sent:** Thursday, October 6, 2022 9:26 AM

**To:** InterLibraryLoan <[InterLibraryLoan@citytech.cuny.edu](mailto:InterLibraryLoan@citytech.cuny.edu)>

**Subject:** Re: ILL

Hi Kel,

Many thanks for your two emails, one to me and one to HR.

I appreciate your looking into this and your offer to put through any ILL requests of mine manually meanwhile.

I look forward to hearing back from you when you learn something.

All best,

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██████████

Prof. Emerita, NYCCT

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**From:** InterLibraryLoan <[InterLibraryLoan@citytech.cuny.edu](mailto:InterLibraryLoan@citytech.cuny.edu)>

**Date:** Wednesday, October 5, 2022 at 11:37 AM

**To:** ██████████@citytech.cuny.edu

**Subject:** RE: ILL

Hi Jane,

Sorry for the delay on this – we've been trying to get to the bottom of it of how all of this works with the new updates and system.

I have to reach out to HR – they need to do something to change your CUNYFirst account from inactive to retiree that should solve the issue. I will CC you on that message.

In the meantime, if you have any ILL requests, I believe that we can put them through manually on the back end for you.

Thanks so much,  
Kel

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**From:** [REDACTED] <[REDACTED]@citytech.cuny.edu>  
**Sent:** Tuesday, September 13, 2022 5:43 PM  
**To:** InterLibraryLoan <InterLibraryLoan@citytech.cuny.edu>  
**Subject:** ILL

Dear Kel and Anita,

Many thanks for your recent notification.

I want to make sure the new arrangement will be available to me as a professor emerita.

I've used ILL and it's extremely helpful for me in my continuing scholarship and writing.

I apparently no longer have a CUNY FIRST Account since I'm not actively employed this semester.

Please assure me that this change won't interrupt my use of ILL when the new system kicks in.

All best,

[REDACTED]

Prof. Emerita, NYCCT

[REDACTED]