Return items

Note: OCLC does not control how libraries package their ILL requests and each library can do this differently. When returning the ILL item, consult with the lending library or your mail room about sending the packaging back with the item.

Return item (from Received status)

Follow the instructions below to return an item to a Lender.

To return an item:

1. On the left navigation, click Borrowing Requests.
2. Click Received/In Use.
3. Click the request ID or Title to display a request.
   ◦ Note: Request queues where batch processing is available include an icon in the left navigation.
4. Click Return item.
5. A confirmation message appears and the request appears under the category Borrowing Requests > Returned.

Return item (from Recalled status)

Follow the instructions below to return a recalled item to a Lender. A recalled item must be returned to the Lender immediately regardless of the due date.

To return an item:

1. On the left navigation, click Borrowing Requests.
2. Click Recalled.
3. Click the request ID or Title to display a request.
   ◦ Note: Request queues where batch processing is available include an icon in the left navigation.
4. Click Return item.
5. A confirmation message appears and the request appears under the category Borrowing Requests > Returned.

Watch a video
ILL requests: Lost item scenarios (9:24)

This video covers the following lost item scenarios: when item is lost in transit, when item is lost at the borrowing library, and when item is lost at return.

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