I am trying to complete a request, but it will not allow me to do this because the OCLC status is Received - Overdue

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Symptom

• You have received a book back and you are trying to check it in, but you are getting an error message.

Applies to

• ILLiad

Resolution

The reason you are unable to close out the request is that the OCLC Status is showing "Received - Overdue." Here are the steps you need to take so you can check in the book:

I suggest you go to the OCLC Request tab and then select the Recall button.

1. Go to Transaction Number and to the OCLC Request tab.
2. Select the Recall button.
3. Now you can complete the request.

You can do this for any item you shipped except Unconfirmed-Received. If the status is Unconfirmed-Received, then you will need to recall it in WorldShare ILL.