I am a Borrowing Library and I am getting an error message when I try to check in an item from the Lender

Last updated: Mon, 15 Jul 2019 14:40:12 GMT

Symptom

• You are trying to check in an item in Borrowing, but you are getting an error message

Applies to

• ILLiad

Resolution

You should check to see if the Lender has marked the item as shipped by following these steps:

1. Open up the ILLiad Transaction.
2. Look at the OCLC Status. It should say Shipped. If it says something like Considering, you need to contact the Lender to have them mark the item as shipped.

Additional information

If the item is a book, there may be a case that the request went beyond the Lender and it is at the next Lender. So your original Lender will not be able to update the request. In this case, you will need to cancel the initial request and work with your Lender to have a new request in which you put the original Lender as the symbol you want to receive the item. The Lender will need to mark it as shipped. Then you will be able to mark the item as received.

Page ID

21878