I accidentally marked a request as 'Returned'.

Applies to

- WorldShare ILL
- Tipasa

Answer

If you have accidentally marked a request as Returned, for example when you wanted to mark it as Received and did not notice a colleague had already done so, you should contact the lending library. Let them know what has happened and ask them to receive the item as Not Returned. That way, the lending library as well as the system know that it will take more time for the item to be returned.

If the lending library does not mark the item as Not Returned, the item status will automatically change from Returned to Returned/Complete? after 30 days.

Additional information

If you want to know more about aging days for requests, please consult the Request Aging page.