I said Yes to a Borrowing renewal, but they are not updating OCLC, what do I need to do?


Symptom

- You said yes to the Borrowing renewals, but they are not updating on OCLC and not changing status

Applies to

- ILLiad

Resolution

There are two steps that need to take place take to finish the Renewal request from your patron:

1. Click the **Send OCLC Renewal Requests** button on the **Borrowing Ribbon** to send renewal requests for all transactions in this status in batch.
2. The system then moves the transaction back to **Checked Out to Customer** status.

Additional information

More information is found in the **Initiating Renewal Requests** documentation.