Why does my lending request only show the recall button?

Last updated: Wed, 10 Feb 2021 20:41:29 GMT

**Symptom**

- Lending Requests where you only see the option to recall.

**Resolution**

Please follow these steps:

1. Call the Borrowing library and make sure they have processed the request all the way.
2. If they are an Illiad borrowing library they may have closed the request without ever going through the steps to process the request correctly. They may have to re-open the request and then go through the steps to close it correctly.
3. As only a last resort you can click the **Recall** button and then the **Checked In/Complete** button, but only if the item has arrived.