Why is there a Borrowing queue called Awaiting Article Exchange Retrieval?

Last updated: Mon, 26 Sep 2022 15:38:27 GMT

Symptom

- There is an unfamiliar queue called Awaiting Article Exchange Retrieval.

Applies to

- ILLiad

Resolution

When an Article Exchange request comes into Borrowing, it follows this process:

1. ILLiad changes the status to Awaiting Article Exchange Retrieval.
2. ILLiad goes out to OCLC Article Exchange and retrieves the article. This only takes a couple minutes at most.
3. The status of the Transaction is changed to Awaiting Odyssey Processing.
4. You can then process electronic delivery and get the article.

Additional information

You can see this information in the Article Exchange Receiving documentation.

Page ID

16223