Return items


Return item (from Received status)

Follow the instructions below to return an item to a Lender.

To return an item:

1. On the left navigation, click Borrowing Requests.
2. Click Received/In Use.
3. Click the request ID or Title to display a request.
   ◦ Note: Request queues where batch processing is available include an icon in the left navigation.
4. Click Return item.
5. A confirmation message appears and the request appears under the category Borrowing Requests > Returned.

Return item (from Recalled status)

Follow the instructions below to return a recalled item to a Lender. A recalled item must be returned to the Lender immediately regardless of the due date.

To return an item:

1. On the left navigation, click Borrowing Requests.
2. Click Recalled.
3. Click the request ID or Title to display a request.
   ◦ Note: Request queues where batch processing is available include an icon in the left navigation.
4. Click Return item.
5. A confirmation message appears and the request appears under the category Borrowing Requests > Returned.

Watch a video

ILL requests: Lost item scenarios (9:24)

This video covers the following lost item scenarios: when item is lost in transit, when item is lost at the borrowing library, and when item is lost at return.