ILLiad shared site receiving item and then switching sites for patron causes "Record not found" message for the OCLC Status

Symptom

• You are on a shared ILLiad Site and you request a book for a patron under one symbol. After receiving the item, you patron wants to be switched under one of your other shared sites. When you change the patron's NVTGC and check the book out, the OCLC Status changes to "Record Not found."

Applies to

• ILLiad

Resolution

If the site that received the item is ABC and the site that the patron switched to is CBS, then this is what happened. When the library switched the patron to CBS, the OCLC Status changed to "Record not found" because the original receiver was ABC. ILLiad is looking for the ILL number under CBS and the ILL number is not under CBS. So OCLC sends the message "Record Not found." When you are going to check in the item here is the processing you will need to do:

1. You will need to change the user back to ABC and the you will be able to return the item.
2. After returning the item, you will then have to change the patron back to CBS.

The problem is that the sites changed during the processing of the request which caused the confusion.