When returning a book, the lender on the book is not showing up in the system as the lender

Last updated: Fri, 19 Aug 2022 18:09:08 GMT

Symptom

• When returning a book, the system shows a different lender instead of the actual lender of the book.

Applies to

• ILLiad
• Tipasa
• WorldShare ILL

Resolution

Sometimes there is a problem with the update to OCLC from the lender. It could be on the Lender side or it could be a system issue. Follow these steps to verify what the problem is and what to do next:

1. Look at the Lender string in the ILL request. If your lender was before the current lender and the book in hand is for the earlier lender, then it means that there was an issue in the update for the item shipped from the first lender.
2. You will need to return the item to the first lender and check with the second lender to make sure that they have their book or if you might have received two books and you need to return their book as well.

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