I accidentally marked a Book request as a Copy and the Borrower received it as closed and complete

Symptom
• A user has marked a Book request as a Copy when it should have been a Loan.

Applies to
• WorldShare ILL

Resolution
The Borrower should notify the lender and discuss options to handle the request in the system and follow these steps:

1. The Borrower can send a new request for that same book to the Lender with a note saying it is a duplicate request.
2. The Lender can enter the appropriate Due Date and say Yes, but not actually ship the item.
3. The Borrower will then return the item under the new request ID number.