What is the proper procedure when I am a borrowing library and I have returned the book and the status is not at Request finished?

Symptom

• You have returned an item and your Transaction Status is not at "Request Finished." You want to know what you were missing from the steps?

Applies to

• ILLiad

Resolution

Here are the steps you take to properly check the item in from the patron and then return it to the patron.

1. Follow the instructions for Checking In/Out Items: Returning items to the Lender.
2. Next, Checking In/Out Items: Printing Returns.
3. When you print the Returns, the ILLiad Transaction Status will change to "Request Finished."

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