Symptom
• You have received a book back and you are trying to check it in, but you are getting an error message.

Applies to
• ILLiad.

Resolution
The reason you are unable to close out the request is because the OCLC Status is showing "Received - Overdue."
Here are the steps you need to take so you can check the book in:

I suggest you go to the OCLC Request tab and then select the Recall button.

1. Go to Transaction Number and to the OCLC Request tab.
2. Select the Recall button.

This process should update the OCLC status so you can complete the request.

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