I sent a request out through Rapid and now trying to send the request out through OCLC, but I cannot see any holdings

Last updated: Mon, 22 Jul 2019 19:46:30 GMT

Symptom

- You sent a request out through Rapid and it came back unfilled. You then tried to send the request through OCLC, but you are not seeing any holdings.

Applies to

- ILLiad

Resolution

When a request comes back unfilled through Rapid and you now want to change it to OCLC, here are the steps you need to take:

1. Open up the Unfilled Request from the Unfilled queue and change the System ID to OCLC.
2. Close the request.
3. Go back to the Unfilled queue and open up the request again.
4. Process the request as if it is a new request in Borrowing and select the OCLC tab to look for the holdings.

Additional information

The reason you are not seeing the holdings, is you need to change the System ID from Rapid to OCLC. Once you do this, the request will communicate with the OCLC system to find the holdings.