I cannot complete a request in WorldShare ILL that is showing as Overdue

Last updated: Mon, 22 Jul 2019 19:25:57 GMT

Symptom

• You have received a book back, and you cannot complete the request. It says that the OCLC Status is Overdue. You want to know how you can complete the request.

Applies to

• WorldShare ILL, Tipasa, ILLiad

Resolution

In order to complete a request, the OCLC Status needs to be "Returned." Here are a couple of options you can take.

1. Contact the Borrower and ask them to mark it as returned so you can complete the request.
2. Click on the Recall button. You will have to redisplay the request and then you can complete it.