I closed a request in ILLiad, but the OCLC Status still shows supplied

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Symptom

• You have completed a request so the ILLiad Transaction Status is Request Finished, but the OCLC Status still says supplied

Applies to

• ILLiad

Resolution

In WorldShare ILL, the request is "Closed." Because of the Patron Data Retention in the OCLC Service Configuration for WorldShare ILL Patron Settings has not passed, the OCLC status of "Supplied" remains until the time has passed. So if the Borrowing site has the Patron Data Retention set for one month, then in ILLiad, you will see the OCLC Status as "Supplied." After the time has passed, the OCLC Status will change to "record not found."

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