The lending library responded no to the ILL request, but sent the item

Symptom

- A request from a lending library was not accepted and it moved on to the next lender, but they sent the item anyways.

Applies to

- WorldShare ILL
- Tipasa

Resolution

The lending library can no longer access the request ID. You will need to contact the lending library directly and either submit a new request with only them in the lender string or work something out with them outside of the system.

You will also need to cancel the initial request ID to avoid other libraries accepting and sending the same item.

Page ID

24146