Why am I seeing unspecified in OCLC statistics reason for no report on items where Relais has a corresponding code

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Applies to

- Relais D2D
- OCLC Usage Statistics
- WorldShare ILL

Answer

Relais communicates via ISO to the WorldShare ILL system. If the Relais codes aren't mapped to an ISO reason for no code, Relais sends a generic reason that maps to other=0, which reads as unspecified in the stats.oclc.org report. The lender reasons for no report and other stats.oclc.org will always display the ISO reason for no associated with the request, as Relais data isn't ingested by CUSP directly.

Your administrator needs to map the Relais cancellation reasons to ISO reasons for no.

Additional information

About OCLC Usage Statistics

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