Learn how to reopen a loan request in Relais ILL. On occasion it is necessary to reopen a loan request. The reasons for this may vary, for example, a request was filled as a loan when a copy should have been provided or the wrong item was supplied.

Due to the constraints surrounding ISO ILL requests and with the NCIP message and corresponding updates to the local circulation system it is necessary to control the way in which loan requests are re-opened and managed.

While the reason for re-opening a request may NOT be because the wrong item has been supplied - it is still necessary to follow the procedures outlined in Wrong item supplied to ensure (where appropriate) the correct ISO ILL and NCIP messages are sent.