A user is noticing the OCLC number on a request changes after the request is sent, why is this?

Last updated: Mon, 26 Oct 2020 19:01:14 GMT

Applies to

- ILLiad

Answer

If the user searched by ISBN, the Librarian could have chosen a different option from the attached list and then had a different OCLC number. Whenever a user is searching, it is best to always search by OCLC number first.

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