Why is there no button to clear a completed borrowing request?

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Symptom

• You entered a request as a Loan, but received the content via an electronic copy. Now you’ve filled the request, but it still appears under your Borrower list and you have no way to clear it.

Applies to

• WorldShare ILL
• Tipasa

Resolution

Since the request was entered as a loan, the lending library must complete the request before it will disappear from your Borrower list. If the lending library is taking too long closing the ticket, either email the library or call them using contact information from the Contacts tab in the Policies Directory.