Lender not seeing the renew button

Symptom

- A Borrowing library has asked for a renewal on a loan, but you don't see a Renew button on the Lender side to provide it.

Applies to

- WorldShare ILL.

Resolution

The lender won't see the accept renewal button (and it won't show in their renewal requested queue) until the borrower requests another renewal. The borrower needs to add a Desired due date and click Renew Item on their side before the request for renewal will be send and appear for the lender. If the lender still does not see the Accept Renewal button, clear cache and cookies in the browser. If problems persist, contact OCLC Support with your library symbol and the Request ID so they can help with additional troubleshooting.

Additional information

There is more on requesting renewals for Interlibrary loan items.