I accidentally marked a Book request as a Copy, so when the Borrower received it, the request closed as complete. How should we handle this type of situation?

Last updated: Wed, 10 Jan 2018 19:18:44 GMT

The Borrower should notify the lender and discuss options to handle the request in the system. For example, the Borrower can send a new request for that same book to the Lender, with a note saying it is a duplicate request. Then the Lender can enter the appropriate Due Date and say Yes, but not actually ship the item. The Borrower will then return the item under the new request ID number.