What do I do when I accidentally closed a request when the Borrowing library still has the book?

Symptom

• During processing a request, the Lending Library accidentally completes a request while the Borrowing library still has the book.

Applies to

• WorldShare ILL, ILLiad, Tipasa.

Resolution

The Lender should notify the Borrower and discuss options to handle the request in the system and follow these steps:

1. The Borrower can send a new request for that same book to the Lender with a note saying it is a duplicate request.
2. The Lender can enter the appropriate Due Date and say Yes, but not actually ship the item.
3. The Borrower will check the item in.
4. When it is time, the Borrower will return the item under the new request ID number.