I created a scheduled closure in ILL Policies, but my request keep on disappearing when I come back

Symptom

• You schedule a closure and when you get back, your requests start disappearing.

Applies to

• ILLiad, WorldShare ILL, ISO ILL

Resolution

You need to verify that when you scheduled your closure, you set your Supplier status to No. If it is set to Yes, you will still receive ILL requests.

1. Go to the ILL Policies Directory.

2. After you are logged in, go to your Closures.

3. Make sure your OCLC Supplier says "No." If it says yes, then your requests will still be coming in, so you will want to change it to No.