We borrowed a book and had to pay for it and now we want to know how to process the request in ILLiad?

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Symptom

• You received a Recall message from the Lender. You paid for the book because it was damaged. You want to know what to do with the request in ILLiad when it is still at Checked Out to Customer?

Applies to

• ILLiad.

Resolution

You should work with the Lender on this to find out what they want you to do with the Recall. Here is a suggestion on the process you should follow in ILLiad.

1. Check the book back in from the Borrower.
2. Then go through the return process in ILLiad. The request will be at Request Finished on your side.
3. Now, the lender can complete the request on their side.