Patron did not return book, but lending library decided not to charge, what do I do?

Last updated: Thu, 05 Mar 2020 19:07:32 GMT

Symptom

• One of your patrons did not return a book and the lending library agreed not to charge a replacement fee, but you’re not sure what to do next.

Applies to

• WorldShare ILL
• Tipasa

Resolution

The borrowing library really can't change this request besides checking the shelves in case the user returned the book and it accidentally got shelved rather than mailing out. The lending library has two options for handling this request. They can click the Complete button to close out the request or let it age out. Libraries in this situation often let the request age out in order to give the borrowing library more time to find and return the item.