Requests expired overdue unfilled transcripts

Welcome to requests expired overdue or unfilled.

Today you will learn how to proceed with ILL requests with the status of expired overdue or unfilled.

Request status expired: when you fill out the request you added the need before date in the respective field and that date has passed without any lender responding to your request, then the request expires.

Now you need to define if you still need the item or not. If you still need the item then you will have to create a new request for it.

If you no longer need the item then you can cancel your request.

Let's see how this is done. First you need to find your request by either clicking the expired link under quick link links or on the left side panel under borrowing requests clicking expired button.

Click the ID hyperlinked number or the hyperlinked title to open the request you want to work on.

If you no longer need the item click the cancel request button on the upper left side to cancel your request.

On the other hand if you still need the item you click the new button under actions on the upper right side of the screen.

Before clicking the new button you might want to check the lenders you sent this item previously so you don't send it to them again.

Scroll down to the bottom and click the request history accordion to expand it to see the list of lenders that did not answer to your request.

After you click the new button a new request form will be populated with the bibliographic information and the constant data previously applied, you can reapply constant data if you want by selecting your constant data from the drop-down arrow on the right side.

You will need to select new lenders for your lender string by clicking The View Holdings link.

When you click the view Holdings link you can either select your lenders from the list of libraries that own the item or selecting your custom holding path.
After your lending string is populated click the update request new button, you scroll down on the form and use the calendar to add the new need before date, apply constant data and check if the information on your request form is correct.

Then click the send request button on the upper left side.

The system will automatically create a new ID for this request and the status of your request moves to produced awaiting response and you will be able to manage from there.

Request status overdue: an overdue item is an item not returned to the respective lender on its due date.

Overdue items must be returned to lenders immediately or in case the item got lost this must be communicated through the request.

Because lenders have ability to block borrowers with a considerable number of overdue items you might want to avoid this practice at your library.

First find your item either from the quick links clicking the overdue link or from this left side panel under borrowing request click overdue button.

Click the respective ID link or title link to open the request you want to work on.

If the item is ready to be shipped back to the lending library click the print return labels and click the return item button, have the return label printed from your print queue, pack the item, attach the label and send the item back to the lender.

If the item got lost click the Lost button so the status of the request changes to received but missing and the lender you'll be able to see it and work with your library on this issue.

Request status unfilled: when no lenders answer to your request then your request is closed as unfilled.

If you no longer need the item then you can cancel your request unless you want to track unfilled status for statistics purposes.

On the other hand if you still need the item you can initiate a new request for it.

First find your request either under quick links clicking the unfilled link or on the left side panel under borrowing request clicking the unfilled button.

Click the ID link or the title link of the request you want to work on.

If you no longer need the item click the cancel request button on the upper left side.
If you still need the item then first take note of the lenders you sent this request previously by scrolling down to expand the request history accordion to see the list of lenders that did not answer or answered no to your request to avoid adding any of these lenders to your new request.

You scroll up then click the view Holdings link to select new lenders for your lender string then now you can select your new prospective lenders either from the list of libraries that own the item or by applying your custom holdings path

then when your lending string is populated click the update request new button check if the information on your request is correct and then click resend request button on the upper left side.

The system will automatically create an ID number for your new request and the status of your request will change to produced awaiting response then you can manage it from there.

You can contact OCLC Support and find all types of training material and documentation at the url on the screen. Thanks for watching!