



Resolutions to Common Resource Sharing Issues

This resource documents the process for resolving common issues that libraries encounter when sharing resources through interlibrary loan across systems/networks in the WISCAT platform. If you have additional questions or need clarification on any of the items below, please [contact Wisconsin Department of Public Instruction Interlibrary Loan staff](#).

- [Two Copies of a Requested Item Received](#)
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- [Item Lost at the Borrowing Library](#)

Two Copies of a Requested Item Received

This situation can occur when a potential lending library receives a request and does not update to “shipped” before the request expires at their location. The request moves onto the next lender, who does update the request to “shipped”.

This can also occur when there is a disruption with the ISO ILL connection to OCLC. The OCLC library has updated the request to “shipped,” but the message does not get through to WISCAT so the request moves onto the next lender.

The borrower library then receives two copies of the item and the WISCAT request history information no longer reflects what has actually occurred with the transaction.

You will need to manage this request “off the grid” and of course, return the second item. If one of the lenders is an out-of-state OCLC lender, please [also contact DPI WISCAT staff](#). We will need to update the request manually in OCLC WorldShare ILL.

Item Requested – Not Received

If a lender has updated a request to “Shipped” and you haven’t received it within the number of days profiled (usually 7), the request will automatically move to the “Not Received” status in your request manager. This action is to alert you that there is a problem with this request.

- Open the request to the full view and check the history information to find the date the item was shipped.
- If the request was updated to “Shipped” more than two weeks ago, contact the lender immediately. Lender information can be found in the WISCAT Staff Dashboard > ILL Admin > Search Library Information and perform a simple search for the library.

Remember, it is the borrowing library’s responsibility to update the item to “Received” status when the item arrives to ensure that received items do not end up in “Not Received” status. It is in the borrowing library’s best interest to resolve these issues quickly. The borrower is responsible for the item from the time it leaves the lending library to the time it arrives back at the lender.

Item Received — Not Requested

If you receive an item you didn't request, contact the library (borrower or lender) before returning the item.

[Contact WISCAT staff](#) for additional information on items lent from an out-of-state OCLC library.

The lending library may ask you to forward the item to the borrowing library, so the item can finish its request journey.

Item Lost at the Borrowing Library

Contact the lender as soon as possible to inform them the item is lost and request an invoice for replacement costs. Include the WISCAT request number and item title in your communication.

You may ask the lending library to renew the item while the issue is being investigated; however, you must abide by the lending library's determination. If the lender generates an invoice, it must be paid promptly. Do not wait for payment from your patron to reimburse the lending library.

Only the lending library should update a request in WISCAT to "Lost" status. The lender should include relevant details regarding the communication with the borrowing library in the Current Lender's Notes field. When the lender confirms receipt of the item or payment of the invoice, they should update the request to "Delete". The item will then move to the WISCAT archive during midnight processing and will no longer be available in the WISCAT Request Manager.

Refer to the [Wisconsin Interlibrary Loan Guidelines](#) Section 4.0 Requesting and Lending Library Responsibilities items 4.7 Lost Items and 4.8 Bills for more information.