

Item requested - not received

This rule that applies to this is the following:

Copied from section 3.12 of the [Wisconsin Interlibrary Loan Guidelines](#):

"3.12 *The borrowing library is responsible for borrowed materials from the time it leaves the lending library until it has been returned to and been received by the lending library.* This includes all materials directly shipped to and/or by the user. If damage or loss occurs, the borrowing library is responsible for compensation or replacement."

The information below is copied from the section of RL&LL's Wiscat website that addresses this issue:

<http://dpi.wi.gov/sites/default/files/imce/rl3/pdf/WISCAT/Itemrequested-notreceived.pdf>

Instructions:

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" category in your status browse. 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. If you need assistance locating lender contact info, email RL&LL dpirlill@dpi.wi.gov ([link sends e-mail](#)). Provide your library name, WISCAT code and request number.

Remember, 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.

Note: The borrowing library should not change the status to "Lost." Only the lending library should update to "Lost." If the lender chooses to update the request to "Lost" status and the issue is resolved either by finding the item and the lender receiving it back or the borrowing library reimbursing the lender for the item, the final step that needs to be done in Wiscat is the lender updating the request status from "Lost" to "Check In" status in order for the request to display with the final status of every request, the "Complete" status; OR the lender can use the "Delete" status and the request will disappear from both the lender's and borrower's view in Wiscat.