

# Two copies of a requested item 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 based on the section of RL&LL's Wiscat website that addresses this issue:*

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

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## Instructions:

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

This can also occur when there is a disruption with WISCAT's ISO ILL connection to OCLC. The OCLC library *has* updated the request to "shipped" status in their OCLC ILL software, but the message does not get through to WISCAT and the request moves on to the next lender in WISCAT.

The borrower then receives two copies of the item and the WISCAT and/or sometimes the lending library's OCLC\* ILL software no longer reflects what has actually occurred with the transaction.

\* = another scenario is when an OCLC library accidentally fills the item after the request has left the OCLC lending library's site in OCLC and the request in WISCAT moves on to another library that ends up filling the item too.

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 RL&LL. RL&LL will need to update the status of the request manually in RL&LL's OCLC Worldshare and/or Wiscat accounts.