

WISCAT Request Manager – Definitions of Common Statuses

Basic Statuses as the Borrower:

Awaiting Approval	Request is awaiting approval before being sent to participant lenders.
Awaiting Lenders	This status should appear temporarily between the item you submit (or “Approve” a request) and when WISCAT has processed the request and sent it to a lender. Do not do anything with the request when it is in this status.
Not Received	Borrower has not received requested title from lender within the “days to supply.”
Not Received/Overdue	Lender has sent an Overdue notification to borrower for an item that has not yet been received by borrower.
Accepted Renewal	Lender allows borrower to renew loan.
Recalled	Lender needs title returned at once, before the due date.
Unfilled	Borrower’s request has not/will not be filled by any accessible lender at that time.
Shipped	Lender has shipped requested title to borrower.
Complete	Lender has received material returned by borrower. (ILL transaction is complete. Requests in Complete status will automatically delete after 90 days.)
Conditional	Lender can supply the requested material subject to specified conditions. Borrower must respond ASAP.
Received	Borrower has received title from lender.
Rejected Renewal	Lender denies renewal of loan. Borrower must honor original due date.
Overdue	Borrower has not returned title to lender and due date has expired.
Expired	“Need by” date for the request has expired.
Retry	Borrower may retry the request if there are lenders that can supply after a specific date.
Cancelled	Request has been cancelled by borrower.
Cancel Request Shipped	Borrower wants request cancelled, but the lender has already shipped it. This status serves as notification that the patron does not want the item.
*Patron Cancellation Requests	***Only applicable if library has activated Patron request tracking. Patron has submitted a cancellation request for an ILL request with a current status of “Awaiting Approval,” “Pending,” or “Will Supply/In Process.”

Basic Statuses as the Lender:

Pending	Request has been received by lender, but has not yet been acknowledged.
Will Supply/In Process	Request has been accepted by lender, but has not been filled.
Renew/Overdue	Borrower requests loan renewal <i>and</i> due date for the item has expired.
Pending Cancel	Request is ready to be cancelled by borrower.
Renew Pending	Borrower requests loan renewal for title from lender.
Returned	Borrower has shipped title back to lender.
Lost	Borrower has informed the lender that the loaned item is lost. Lender declares the item Lost, by updating request status to “lost.”

***Undo Shipped:** This status does not display as a category in the Request Manager. Rather, it is a status option that appears for lenders in the dropdown action menu for requests in “Shipped” status. It is only available for non-OCLC borrowers. Staff must have permission to use this status, set through ILL permissions in the User Admin screen.