**Issues encountered by SHAREit’s ILL Request Management system can be grouped into three basic categories:**

1. The ILL Request creation
	* This is an extremely rare condition and it happens at the beginning when requesting an item.
2. The ILL Request cannot be found
	* This is a rare condition where the request was created but cannot be found in the ILL Request Manager. Although most cases have to do with an unexpected status, which leads to the third category.
3. The ILL Request encountered an error or unexpected status change
	* This is a more common case where either an error has occurred in one of the statues as it goes through the ILL lifecycle or there was an unexpected status change.

Whatever the issue may be, this guide serves as a basic troubleshooting guide to assist ILL staff in either identifying the reason for a certain status transition, resolve potential issues, or identify helpful information to provide to Auto-Graphics' Customer Service team for further troubleshooting.

**Section 1: ILL Request Creation (Submittal)**
This section will be short as creating initial requests rarely encounters any issues. There have been times where the following may occur:

Problem:
Upon submitting the ILL Request, you receive the ILL Request confirmation page, but the request number is empty, and the date is 01/01/0001. An example of that may look like this: “Your request  has been submitted - 01/01/0001”. A normal response should look like this: “Your request 123456 has been submitted - 05/01/2022”. Note: If you encounter this error, the ILL request was not created and you will most likely not find it in the ILL Request Manager. This very rare condition usually occurs due to some data problem with the source record the request was initiated from.

Options:

1. First, click OK on the ILL Request Confirmation page. This will bring you back to the source record you were attempting to request. Check the record for any strange data in the bibliographic/MARC view that may stand out. Any weird diacritics or special characters that are not represented on screen correctly may be a culprit. If the source record is from the union catalog, a cataloger with rights can attempt to fix the record and try again. If the source record is from a z39.50 source, the library will have to be notified to correct any data problems.
2. If the issue is not immediately obvious and the data does look correct, submit a ticket to the Auto-Graphics Help Desk. Please include the source record information such as AG ControlID or a Control ID from the z39.50 record as well as which z39.50 catalog was searched. A-G Help Desk can then diagnose further.

**Section 2: ILL Request Cannot Be Found**

This section covers instances where an ILL Request cannot be found at all, but also mentions the possibility of a request not being where an ILL staff member did not expect.

Problem:
After submitting the ILL Request successfully, an ILL Staff member tries to view the request in ILL Request Manager and the request cannot be found.

Options:

1. If the request cannot be found in the ILL Request Manager, first try the request number search to see if the request may have landed in a status not expected. If you find the request and it is in a status you did not expect, proceed to the next section: ILL Request Encountered Error or Unexpected Status Change.
2. In the rare condition that the request cannot be found at all, should it occur, there is not much the ILL Staff can do to rectify themselves. If the request was truly successful and it cannot be found in the ILL Request Manager, staff should contact A-G Help Desk and including the following information: title of request, borrowing library, source record information (if known) and any other identifying bibliographic fields such as author or ISBN. A-G Help Desk can search the database directly to see what may have occurred. Typically, it may be an issue where the request does exist, but the ILL Request manager cannot display the request. A-G staff will need to perform some database actions to correct.

**Section 3: ILL Request Encountered Error or Unexpected Status Change**

When researching issues with ILL Request that have either received an error or had an unexpected status change, or both, the most useful method to begin troubleshooting an ILL Request problem is to look at the History of the ILL Request. Every ILL Request in SHAREit includes a history of the actions taken on it. This section will give some possible scenarios of messages you may see in an ILL Request history trail. It is broken down into NCIP related, ISO related, then general ILL.

**NCIP Errors/Messages**

ILL Requests that interact with an NCIP Library will typically have ILL History entries that begin with “NCIP error:”. Below are some common scenarios regarding NCIP errors.

Problem: *NCIP RequestItem:  User Ineligible To Request This Item; - lender ABCD skipped.*

 The lending library’s local ILS found the borrowing library to not be eligible to borrow due to some sort of local ILS reason: the Library-as-a-Patron account expired, blocked for fines, checkout limit, etc. These are defined by the the local ILS as the NCIP response is what returns the error. This lender is skipped.

  Options:

The lender is skipped and will move on to the next lender, however if you believe this to be in error or if it happens frequently, contact the lending library. They may need to adjust the Library-as-a-Patron record or other policies in their local ILS.

Problem: *NCIP CheckInItem: Item Not Checked Out; CheckInItem;*

 This occurs when a lending library is trying to Check In the item in SHAREit and an NCIP request goes out to their local ILS to sync the check in.

 Options:

1. This usually happens because the lending library checked in the book on the ILS side before going to SHAREit. The lending library will have to check their local ILS and ensure the item is in sync and indeed checked in. This error does prevent the request from being Checked In on the SHAREit side.
2. If it is found that the item is NOT checked in on the local ILS, contact A-G Help Desk and provide them with the request number. A-G Help Desk can look at NCIP server logs which show more full and detailed NCIP messages going back and forth.

Problem: *NCIP RequestItem: Item not owned or multiple hits, unable to determine item - lender ABCD skipped.*

 This error can occur if the NCIP call to the local ILS of the lending library cannot determine what item is being requested.

 Options:

1. Check the source record. If the source record has sparse bibliographic information, for instance, just a title, then it may be difficult for NCIP to find a matching record at the lending library as there is not much information to go off of. There are two possible sub-solutions:
	* Search for another bibliographic record of the same title that has more information (ISBN, author, etc.). This may help prevent lenders being skipped via NCIP.
	* If possible, enhance the record through cataloging.
2. If the source record actually has good bibliographic information and this error still occurred, the next possible scenario is that the item existed at the time the request was created but since has been deleted by the lending library. Search the lending library for that record to confirm. If that is the case, no further action is needed as the library will not be included as a lender for future requests to that record/title.
3. If the source record has good bibliographic information and the lending library does hold the title, contact the A-G Help Desk for further troubleshooting. Include the request number and note which library that was skipped that may be in error.

Problem: *NCIP error: NCIP RequestItem: There is an error in XML document (0, 0). - lender ABCD skipped.*

This is a pretty generic error and usually means the NCIP lending library’s NCIP is down or returned an invalid NCIP response.

 Options:

1. The NCIP service for the lending library may have been temporarily down. If there is a pattern, ILL Staff can reach out to their ILL Administrator to check with the lending library to see if they had made changes. They can then fix it and future requests should work.
2. If the lending library reports that their NCIP information is correct and their service is up, contact the A-G Help Desk for further troubleshooting. Provide the request number and the library that was skipped in error. A-G Help Desk will review the full NCIP logs and messages.

**ISO Errors/Messages**

ILL Requests that interact with an ISO library will typically have ILL History entries that contain the word “ISO” in them. In cases where an ILL request is sent to a library using ISO ILL (e.g., ILLiad or Tipasa), Some of the history notes are taken directly from incoming error reports sent by the ISO trading partner or reports generated by the SHAREit ISO Protocol Manager. Typically, the note begins with “ERROR” and then conveys the reason. The following examples are illustrative of the types of error messages that may be received from an external ISO partner.

Problem: *ERROR: Invalid State Transition. ISO Current State: Shipped. The message has not been sent.*

 Options:

1. SHAREit Sharing and the external ISO partner have different statuses for the current request as each keep separate versions of the request. If you receive this type of message, please contact the Auto-Graphics Help Desk as it indicates that the request in our ILL database is out of sync with the request in our ISO protocol database.

Problem: *ERROR: Communication error. ISO Current State: Returned. The message has not been sent. Try ‘Repeat Last Message’ option.*

 Options:

1. SHAREit could not connect with the external ISO partner. It displays the current status of the request (you have returned the item). If you wish to send the message again, call up the Full Record Display, select Repeat Last Message from the Status Browse and update the request. This will re-send the message to the external ISO partner.

Problem: *Error Report: Correlation Information. Transaction Id Problem: Unknown Transaction Id.*

 Options:

1. It is possible that the external ISO partner deleted the request, so it was unable to
match the message with a local transaction. If there are issues moving the request to the next status, contact the A-G Help Desk to adjust the request.

**General Errors/Messages**

This section highlights general errors or messages you may see in ILL History. Some of the messages may not necessarily be errors, but actual functionality. The ones mentioned here are common ones asked about. We include them in this guide because although it is normal functionality, sometimes there may be a recurring lender with an issue that is suspect.

Problem/Message:
*Lender title (son of charlemagne a contemporary life of louis the pious) does not match requested title (patrologiae cursus completus series latina). - lender ABCD skipped.*

This message is not necessarily an error, but a function of our matching algorithm to ensure the right title gets requested. It is normal, however, if a title appears to be matching, report to A-G Help Desk.

 Options:

1. If ILL staff suspect a title match should have occurred, contact the A-G Help Desk. Provide the request number and the history entry that shows the title mismatch.

Problem/Message: *Item not available - lender ABCD skipped, retry later.*

This message occurs when the request needs to check the lender for availability and found it unavailable.

 Options:

1. If the lending library reports that the item was available, the first thing to check is to perform a search on the z39.50 catalog and see if availability returns normally. If it does not, the Location Mapping and Item Status mapping will need to be reviewed in Pac Admin.
2. If the search returns normal availability, but the lender continues to get skipped erroneously, contact the A-G Help Desk. Provide the request number and the lender that was skipped. A-G Help Desk can search ILL logs for further analysis.

Problem: *Item not found, lender skipped by system during midnight processing - retry later.*

This message occurs when the request needs to check the lender and cannot find the item in their local catalog.

 Options:

1. If the lending library reports they do own the item, try searching their z39.50 catalog using bibliographic information from the original record that the ILL was initiated from. Try searching by numbers (ISBN, ISSN) to see if you find hits. If you do not find it, that would be the cause as the ILL lender checking does the same type of search. The search may fail for various reasons, but the z39.50 Definition page should be reviewed for that library by an ILL System Administrator (or A-G Help Desk).
2. If the search did return hits, please contact the A-G Help Desk. Provide the request number and library that was skipped. A-G can review ILL and z39.50 logs for further analysis.