

## Resource Sharing Request is in completed status at borrowing library, not at lending library

- **Product:** Alma
  - **Product Version:** All
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### Question

For the same resource sharing request at the borrowing library the request has the status "Completed", but at the lending library the request has status "Physically received by library".

Why is the request in different statuses in the two libraries?

### Answer

When a resource sharing request is "Physical non-returnable", the receiving library must select "Complete the request" to change the item's status to Request "Completed" and mark the request as Closed. If "Complete the request" is not selected, the resource's status is listed on the Resource Sharing Borrowing Requests page as "Physically received by library", and will not change until "Complete the request" is selected.

For more information please refer to:

[https://knowledge.exlibrisgroup.com/...Shipping\\_Items](https://knowledge.exlibrisgroup.com/...Shipping_Items)

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