

Troubleshooting

Log-in Required

Patron-Initiated Interlibrary Loan

What to do when ...

- ... A patron/user [cannot log into WISCAT](#) to place a request
 - Check to ensure the correct bookmark or URL that includes your library's code is being used; if searching WISCAT through BadgerLink or through another generic web link, there will be no <Request This Item> or Blank ILL Request option.
 - Check to make sure the main WISCAT catalog is not down for some reason.

- ... A patron/user [cannot log into WISCAT](#) to check on the status of requests
 - Check to make sure the patron/user is entering a correct Username/Barcode and Password
 - Log into WISCAT as a staff member to check the User Record. Staff can view all of the User Records created for their library. You can see what barcode(s) and name(s) are set for the patron/user.
 - Ask if the patron/user recently changed the password. A patron/user password cannot be seen in the User Record. Staff can change the password in the User Record for the patron.

- ... A patron/user thinks a request was created but the item is not in the ILL Request Tracking list when they search for active requests.
 - Check to see if the request was made with a different form of the patron/user's name or a wrong barcode. If the password is different from the password used when the request was created, the "old" password must be used to view the status of that request.

- ... A patron/user [forgets the password](#)
 - WISCAT requires a patron/user password to log in to create a request. Patrons/users have the capability to change the password when logged in. If they do so and then forget their passwords, staff can enter a new or temporary password into the individual's User Record.

- ... A patron/user attempts to log into WISCAT (AGent) but the system says "Your [Account has been Disabled](#). Please see your librarian. You can still access the system as a guest."

- Log in to WISCAT (with your staff code and password) to check the patron's User Record because staff have placed it in "disabled" status for some reason.
 - A patron/user cannot make requests on WISCAT when an account is disabled
 - Check locally to determine why the patron is "banned"
 - Staff must manually change the disabled status in that User Record from *Disable* to *Enable* before the patron/user can log into WISCAT (AGent) to create ILL requests.
- ... A patron/user doesn't understand the [tracking status](#) seen in the requests
- There is a chart available on the WISCAT support website at http://www.dpi.state.wi.us/rll/wiscat/word/patron_status_chart-handout.doc that explains what each status means. The chart can be printed out and reproduced to give to patrons/users. The chart is also available in Word format so you can customize it with your library logo or information before giving to patrons/users.
- ... A patron/user wants to [renew](#) an item obtained on interloan
- Patron/users cannot renew materials directly themselves.
 - Library staff can ask the lending library to renew an item that is checked out to one of your patrons/users.
 - Tell the patron/user the item may continue to be used while you request a renewal.
 - Remind the patron/user that the lending library has the right to refuse a renewal (especially if the item is overdue or other users are waiting for it).
 - If the lending library does not agree to the renewal, your patron/user will be expected to return the item immediately.
- ... A patron/user wants to [cancel](#) a request
- Patron/users cannot cancel interloan requests directly by themselves.
 - Library staff can request a cancellation of any given request.
 - ✓ If the item is in Awaiting Approval status and is still waiting to be mediated/approved you can simply "Cancel" or "Delete" the request.
 - ✓ If the request has already been approved and sent to another library, staff must request a cancellation of the request as usual.