

Why does it take longer to add some Readables?

If you have a stuck **book**, it's probably because we had trouble retrieving information about the book from our data provider. Chances are we're already working with them to get the data. Once they have it, the book will be re-processed automatically.

In very rare cases, our data provider won't be able to find the book at all. In these cases, the book may be stuck for a longer period of time while we try to track it down ourselves. If your book has been stuck for more than a few days feel free to reach out and ask about it - you might be able to help us track it down!

If you have a stuck **fanfiction**, there are a few reasons it could be stuck:

- Archive of Our Own may be having issues impacting our ability to retrieve the fic's information.
- Fanfiction.net works may take much, much longer than any other source due to restrictions on their site.
- We could be having issues processing it. We're alerted anytime this happens and aim to resolve it as quickly as possible.
- If the fic is stuck for more than a few days, feel free to reach out! It's possible there's another problem.

If you have a stuck **webcomic**, it is most likely a temporary issue and should be resolved soon. If it is stuck for more than a few days, feel free to reach out.

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