Why am I getting the 'Field 'Lender String' cannot be empty' error message?

Last updated: Thu, 18 Jul 2019 13:59:18 GMT

Symptom
If you are prompted with the error message 'Field 'Lender String' cannot be empty' when attempting to submit your request, you still need to select at least one lender for the material you want to request through Interlibrary Loan.

Applies to
- WorldShare ILL
- Tipasa

Resolution
Follow these steps to fill your lender string and eliminate the error message:

1. In the request form, click 'View Holdings' next to the OCLC number. You will be navigated to the lender page.
2. Optionally select a desired Custom Holdings Group and fill the lender string with available lenders.
3. Click the blue "Update Request" button, which navigates back to the request form.
4. You can now submit the request with a filled lender string.

Additional information
For more information on borrowing requests, see Create and Edit Requests.