Why can't my student worker search for patrons or scan barcodes?

Symptom

- A user can't scan a barcode or search by patron records.

Applies to

- WMS: Circulation
- WMS: Admin

Resolution

The inability to search or scan barcodes in WMS Circulation can indicate either a problem with the user's permissions or a corrupted web page.

1. Confirm that the user has at least the Student_Worker_Circulation role assigned.
2. Clear cache and cookies, close the browser and re-login.

If problems persist, contact OCLC Support.

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