Why is state/province information not appearing when I apply patron data to a borrowing request?

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Symptom

• Patron’s state/province information is not appearing when patron data is applied to a borrowing request

Applies to

• Tipasa

Resolution

Check to make sure patron data is complete in their profile:

1. Navigate to WorldShare Admin tab and search for the patron.
2. Check to make sure their country is filled out in the address section.
3. Input a country if none is listed. If you use a patron load, this will need to be entered for all patrons affected.

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