Failed to find item error when searching in WorldShare ILL

Last updated: Tue, 02 Jul 2019 19:23:25 GMT

Symptom

- While searching under Discover Items in WorldShare ILL or Tipasa you get an error that starts with "Failed to find item" and no records appear for your search.

Applies to

- WorldShare ILL
- Tipasa

Resolution

This error will appear when your search fails to bring back any results. If you searched by what you thought was an OCLC Number, it is likely that the number is not actually an OCLC Number, but a Unique ID for an article from a vendor instead. Search WorldCat.org by that number and you should be able to get the record so you can pull the journal title or ISSN so you can create a request for it.