In ILLiad 9.0, I have to select the Borrowing or Lending Library every time even if it is one library

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Symptom

• In ILLiad 9.0, when a request comes in you have to select the Borrowing or Lending Library every time even when there is only one library listed

Applies to

• ILLiad

Resolution

In 9.0, there is a more rigid match required for the Borrowing or Lending address to match. Here are the fields that must exactly match

1. Library Name
2. Address 1, Address 2, and Address3
3. City
4. Zip Code

If there is an extra character on any of the fields, you will have to select the lender. You should update your Lender Address so it matches the one coming in.