Why am I seeing a workform cannot be loaded error when I attempt to load my patron request workform?

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Symptom

• Navigating to the Tipasa workform results in the error "This workform cannot be loaded"

Applies to

• Tipasa
• WorldCat Discovery

Resolution

This means that there is a problem with the setup of the form in Service Configuration > WorldShare ILL > Patron Request Workforms. If you don’t see the error while reviewing the form, contact OCLC Support with your library symbol, a sample title record to test on, and the workform you are trying to get working.

Additional information

There is more information on Patron Request Workforms.

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