My active ILL requests aren't appearing in WorldShare

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Symptom

• You no longer see the tabs for currently active ILL requests and you get the error “Expected a result but failed to get one” when searching for them on the WorldShare Interlibrary loan home page. The WorldShare ILL sections of OCLC Service Configuration say “Primary symbol is not set for your institution.”

Applies to

• WorldShare ILL
• Tipasa

Resolution

Contact OCLC Support with your library symbol and the approximate date and time of when the problem started.

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