Lender String contains the following invalid symbols error

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Symptom

• You get the message "Some information is incorrect, please review and try again. Lender string <symbol> contains the following invalid symbols <symbol> when adding a request in WorldShare ILL.

Applies to

• WorldShare ILL
• Tipasa

Resolution

This error can mean a few different things:

• You've entered more than 15 symbols in the Lender string field
• You've entered your own symbol in the Lender string field
• You've entered a supplier in the Lender string field that is set to not supply in the Policies Directory.

Erase the incorrect symbol from the Lender string and the request should go through.

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