Lender String contains the following invalid symbols error

Last updated: Tue, 08 Sep 2020 15:55:01 GMT

**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.

Page ID

32326