Our patrons are submitting Loan Requests without an OCN, why is this happening?

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Applies to

- Tipasa

Answer

As a Borrowing Library, when you find requests in the New for Review queue that do not have an OCN, the system wasn't able to find a match for the requested item. This happens when a patron uses the **Create Request** button in their **My Account** portal. If you have only a few required fields in your Tipasa Request workforms, such as (Article) Title and Author, the user can choose to only fill in these fields. When no ISBN, ISSN or OCN is supplied, it's difficult for the system to find a matching record. Therefore, we advise to at least make one of these identifying numbers a required field.

Additional information

Read more about the [Patron Request workforms](https://help.oclc.org/Resource_Sharing/Tipasa/Troubleshooting/Our_patrons_are_submitting_Loan_Requests_wit...), or follow the [steps for configuration](https://help.oclc.org/Resource_Sharing/Tipasa/Troubleshooting/Our_patrons_are_submitting_Loan_Requests_wit...).