Why are patrons not receiving automated email notifications about their ILL requests?

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Applies to

- Tipasa

Answer

The Email Address field needs to be added to the Patron Request Form for patrons to receive automated email notifications about their request. If there is no email address on the request, the notification status in the request's Notification Log will read “A system error has occurred.”

It is advised to make the Email Address field required.

After adding the Email Address field to the Patron Request Form, email notifications will be properly delivered for future requests. However, any current requests will need to have manual notifications sent.

Additional information

Customize the patron request forms

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