I cannot see the lender string text box

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Symptom

- You're looking at holdings to select lenders for an ILL borrowing request but the lender string text field is not appearing.

Applies to

- WorldShare Interlibrary Loan
- Tipasa

Resolution

Sometimes the contents of a browser's cache can corrupt over time, causing issues like this one. Clearing the cache and cookies should fix this issue. Alternatively, try in a new incognito/private browser window, as this window will have a clear cache. If you're able to see the lender string in an incognito/private window, that means you will need to clear your cache and cookies in your main browser.

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