

Error Message "Location cannot be empty for user"

An application error occurred when processing your request

location cannot be empty for user

This error message can occur when lending staff are trying to action an "In Process" request sent by a non-RACER borrowing library via ISO.

The error is due to a patron ID from the borrowing library matching an existing patron ID in RACER.

Scholars Portal staff can quickly resolve this by using a script to remove the patron ID, which is not a required field on the lending side. If you come across this error please send the request number/s to RACER Support.