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## Special characters stripped in Integrated ILL Web request form

- **Article Type:** General
  - **Product:** Aleph
  - **Product Version:** 20
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### Description:

A bug in integrated ILL in v20: Special characters are stripped when a user enters an ILL request in the web form (new-ill-book-request etc) using the Safari Browser - be it from Windows or any Apple device (Mac desktop, iPhone, iPad). 'Z?rich' becomes 'Zrich'. So it's impossible to locate a title, printouts look poor, sometimes it's even hard for staff to identify the intended phrase.

This didn't happen in the old ILL and this doesn't happen in any other OPAC form in v20 (e.g. hold requests).

### Resolution:

This may be fixed by adding one line to files "new-ill-book-request" and "new-ill-journal-request".

The line which needs to be added is:

```
accept-charset="UTF-8"
```

It should be added to the files in the form name section as follows  
(4th line below):

```
<form name="form1"  
method="post"  
action="&server_f"  
accept-charset="UTF-8"  
onSubmit="my_replace()";>
```

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- **Article last edited:** 10/8/2013