Why is my renew button deactivated in circulation?

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**Symptom**

- The Renew button is grayed-out in Circulation for one staff user, but is active for other staff users
- There are no check boxes next to items in the Assist Patron > Checkout screen

**Applies to**

- WorldShare Circulation

**Resolution**

The Renew button is only active if an item is selected. Items can only be selected if the Select All column is visible.

To fix this problem:

1. Click the Configure icon (the cog) above the list of items.
2. Under Show Columns, tick Select All.
3. Using the now-visible check boxes, select the item you wish to renew.

The Renew button should now be active.

If it is not, please contact OCLC Support.