When I issue a loan I get the message 'User is banned from this copy category.'

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Symptom

- The message **User is banned from this copy category** appears when issuing a loan

Applies to

- OLIB (all versions)

Resolution

This message refers to a flag on the Loan Terms record for the user’s category and the copy’s category:

1. Go to Circulation Reference Data > Loan Terms and search for the record that matches both the copy category and user category of the loan.
2. In the record, check the Ban field. If this is set to **Yes** then this particular user is banned from being issued the copy category of the item.
3. If you believe this to be incorrect, modify the record and set Ban to No.