Why aren't renewed items applying the new fixed due date in WorldShare Circulation?

Symptom

• Items are renewed, but do not apply the newly configured fixed due date.

Applies to

• WorldShare Circulation

Resolution

Items will apply the due date for the policy the item was initially check out under.

1. Login to WorldShare Circulation.
2. Search for the user and item that did not renew as expected.
3. Note when this item was initially checked out.
4. Compare this to the policy that was set up at the time of check out. This is the policy a renewed item will follow.
5. To update to the new fixed due date, check the item in and back out to the same user.
6. To prevent this in the future add a new fixed due date to the current policy rather than creating a new policy.

Additional information

For additional information see Create or Edit Loan Policies.

Page ID

36268