The Due Date Adjustment in my loan policy is not being applied correctly

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Symptom

• Items with a loan policy set to adjust the due date in relation to closing hours are not having their due dates adjusted as expected.

Applies to

• WorldShare Circulation

Resolution

This issue can happen if the library opening hours are backwards (e.g. 10am-2am) or incorrect (e.g. library set to open at 12am the next day instead of 12pm). Please check the following settings in the OCLC Service Configuration:

1. Determine which Loan Policy was applied to the item in WMS Circulation > Loans > Loan Policy Map
2. Verify your open hours and special closures are correct in WorldCat Registry > Open Hours

If you notice any errors or discrepancies in the open hours, please correct as needed. If you believe the loan policy was applied correctly, and you open hours are correct, please contact OCLC Support with your OCLC Symbol and an example transaction where the due date adjustment was not applied correctly.

Additional information

Loan Policy Map

Open Hours

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