
Loans list is empty although there are active loans

- **Article Type:** General
 - **Product:** Alma
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Problem Symptoms:

Loans list in my account is empty although there are active loans.

Cause:

Could be incorrect content of get_loan template.

Resolution:

1. Go to Mapping table --> ILS Gateway --> ILS Adaptors Templates
2. Search for Service name*: get_loan , ID*: ALMA_01_00027
3. Change the Default template FROM:

```

{{api_base}}/view/rest-dlf/patron/{{patron_id}}/circulationActions/loans?lang={{lang}}&view=brief&type={{type}}&
institution={{ils_user_institution}}&noLoans={{noItems}}&startPos={{startPos}}
TO:
{{api_base}}/view/rest-dlf/patron/{{patron_id}}/circulationActions/loans?lang={{lang}}&view=brief&type={{type}}&
institution={{YOUR ALMA INSTITUTION CODE}}
```

Category: Primo-Alma interoperability

Subject: Loans list

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