

Unable to change due date of charged / loaned items

- **Article Type:** General
 - **Product:** Alma
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Question

When attempting to change the due date of a charged / loaned item, we get a message stating "The loan due date cannot be changed for all users and all transactions".

Answer

The Calendar on the Library level did not contain the standard opening hours, only exceptions.

Resolution:

To add opening hours do:

- 1) General Configuration Menu -> Add a Library or Edit Library Information
- 2) Select the **Libraries** tab
- 3) Click "**Actions**" > Edit for the desired library
- 4) Select the "**Calendar management**" tab
- 5) Click "**Add record**"
- 6) Record type should be "**Standard opening hours**"
- 7) Fill-in rest of the information and click "**Add**"
- 8) Repeat steps 6 and 7 for all week days

Category: Fulfillment

Subject: Loans

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