
Loan doesn't renew as expected in Alma

- **Product:** Alma
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Question

In several scenarios, we find that Alma does not **renew** the loan due date (does not extend the Loan's Due Date). What could be the reason?

Answer

1. Alma doesn't count the **number** of renewals for a loan. Renewal limits are managed by the '**Maximum Renewal Period**' policy in the Loan Terms of Use (TOU) which indicates the **total period of time** that a user may have the loaned item.
 1. The count begins from the Loan Date.
 2. This value takes into account calendar days and not library open days.
 3. If the Value type = *None* for this policy type, there is no limit to the loan renewal period.
2. Check the "Time frame when loan renewal is allowed" TOU. This will block renewals until the time period configured is reached. The time period allows renewals a specific number of days before the loan's due date.
3. Check that the item's Library "Opening Hours" are not expiring.
 1. Check the Calendar of the relevant library from: Configuration > [Choose the Library of the item] > Fulfillment > Library Management > Library Hours.
 2. If the standard opening hours are expired or will expire soon, extend them. This can be done by editing each "**Standard Opening Hours**" day, and saving without change. Afterwards do not forget to click the "**Apply changes**" button.
4. It may happen that an item belonged to a former library during loan, and the library has since been deleted. There are no "Opening Hours" for that original item location, and upon renew Alma says: "The due date is already set to the renewed due date". After consultation with the Alma Development Team, in this situation, it is best to **return and reload** the item.

Additional Information

Click [here for more about the "Maximum Renewal Period" and other "Advanced Policy Configuration" policies.](#)

Click [here for more information about Opening Hours and calendar management.](#)

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