
Slow response in RESTful API when patrons have many loans

- **Article Type:** General
 - **Product:** Aleph
 - **Product Version:** 18.01
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Description:

For Patrons with large number of loans it is not possible to see list of loans in Primo.

Instead the following error is shown:

"We're sorry, but an unrecoverable problem was detected trying to call the ILS system. Try again later."

Resolution:

When calling up a list of loans via API, section RENEW-WWW from tab_check_circ is performed for every loan.

In this case we see that you use check_circ_1_d and check_circ_9_a in RENEW-WWW:

```
RENEW-WWW check_circ_1_d
```

```
RENEW-WWW check_circ_9_a
```

These procedures do **NOT** cause performance problems when performed for a single loan (in Aleph OPAC) but they cause performance problems when performed for all loans of patron (in Primo API). Another problematic routine might be check_circ_10_a. In our tests we did not see performance problems with check_circ_9_b and check_circ_10_b.

Therefore we remove these sections from RENEW-WWW-section in tab_check_circ.

For checking overdue loans check_circ_8_b might be used instead. For checking the cash limit you may use check_circ_5 instead.

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