
Self-check: 'Apply to circulation desk - Loan cannot be renewed'

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

Description:

Circulation staff report a small number of instances of patrons who have received a self-check machine message "Apply to circulation desk - Loan cannot be renewed" for an item that they are borrowing for the first time.

(This message can also be seen in the sip2_server log.)

When a staff member at the desk checks the patron record, it is evident that the loan was successfully made by the self-check machine, but that it had then also issued the erroneous message.

Resolution:

3M, the manufacturer of the self-check machines, realized that the version of their software was not current. Installing the latest version has corrected the problem.

- **Article last edited:** 10/8/2013