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## Tools for diagnosing loan/renew/due-date problems

- **Article Type:** General
  - **Product:** Aleph
  - **Product Version:** 20
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Desired Outcome Goal:

Successful diagnosis of loan/renew/due-date problem.

Procedure:

1. Consult Article 000033462 ("How is the due date calculated?") (link below).
2. Use util f/4 for the z36 to see the current loan record for the particular item/patron, including the z36\_sub\_library, z36\_item\_status, and z36\_bor\_status, which are needed for locating the relevant circulation situation in tab16.
3. Use the following SQL to see the original loan event, \*all\* renewal transactions, and the return of a particular patron/item (if it has occurred):

> s+ xxx50

```
SQL> select Z35_EVENT_DATE, Z35_EVENT_HOUR, Z35_EVENT_TYPE from z35 where Z35_REC_KEY = '007363516'
and
Z35_ITEM_SEQUENCE = '000010' and z35_id = 'XXX000089902' order by Z35_EVENT_DATE, Z35_EVENT_HOUR
ASC;
```

4. Use the following SQL to see the original loan, renewals, due-date-changes, overdue notices, and return of a particular patron/item:

> s+ xxx50

```
SQL> select Z309_DATE_X, z309_action, Z309_OVERRIDE, z309_text, z309_data from z309 where z309_rec_key_3 =
'007363516000010' and substr (z309_rec_key,1,12) = 'XXX000089902';
```

Note that this same info is available in GUI Circ as "Circulation Log", under "Patron Activity", in the tree on the left.

5. util f/2/9 (in xxx50 ADM library) (Display/Check Due Date Routine)

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## Additional Information

Article link: [How is the due date calculated? \\*MASTER RECORD\\*](#)

See also, Article 000019578 ( [Requested item gets longer loan period than non-requested item](#) ) in regard to due-dates for recalls/holds.

Example for above step 3. Sample SQL and results showing z35 events for a particular circulation event:

> s+ xxx50

```
SQL> select Z35_EVENT_DATE, Z35_EVENT_HOUR, Z35_EVENT_TYPE from z35 where Z35_REC_KEY = '007363516'
and
Z35_ITEM_SEQUENCE = '000010' and z35_id = 'XXX000089902' order by Z35_EVENT_DATE, Z35_EVENT_HOUR
ASC;
**** Hit return to continue ****
```

```
Z35_EVENT_DATE Z35_EVENT_HOUR Z3
```

```
-----
20130909 1003 50 [Loan]
20130916 935 63 [GUI Renew]
```

Example for above step 4. SQL and sample results:

```
> s+ xxx50
```

```
SQL> select Z309_DATE_X, z309_action, Z309_OVERRIDE, z309_text, z309_data from z309 where z309_rec_key_3 =
'007363516000010' and substr (z309_rec_key,1,12) = 'XXX000089902';
**** Hit return to continue ****
```

```
Z309_DATE_X Z309_ACTION Z Z309_TEXT
```

```
-----
Z309_DATA
```

```
201309091003 1 N Regular loan
Regular loan, due date 09/16/13 09:00 PM.
```

```
201309130705 15 N Courtesy letter created
Loan notice letter created.
```

```
201309160935 11 N Staff (GUI) renewal
Staff renewal. New due date 09/23/13 07:30 AM.
```

```
201309160943 23 N Due date changed forward
Due date changed to 09/23/13 06:30 PM from original due date 09/23/13.
```

**Category:** Circulation

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- **Article last edited:** 12/2/2013