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## Loans list is empty although there are active loans

- **Article Type:** General
  - **Product:** Alma
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### Problem Symptoms:

Loans list in my account is empty although there are active loans.

### Cause:

Could be incorrect content of get\_loan template.

### Resolution:

1. Go to Mapping table --> ILS Gateway --> ILS Adaptors Templates
2. Search for Service name\*: get\_loan , ID\*: ALMA\_01\_00027
3. Change the Default template FROM:

```
{{api_base}}/view/rest-dlf/patron/{{patron_id}}/circulationActions/loans?lang={{lang}}&view=brief&type={{type}}&
institution={{ils_user_institution}}&noLoans={{noItems}}&startPos={{startPos}}
TO:
{{api_base}}/view/rest-dlf/patron/{{patron_id}}/circulationActions/loans?lang={{lang}}&view=brief&type={{type}}&
institution={{YOUR ALMA INSTITUTION CODE}}
```

**Category:** Primo-Alma interoperability

**Subject:** Loans list

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- **Article last edited:** 6/19/2014