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## "Unable to find local patron information"

- **Product:** Aleph
  - **Product Version:** 20, 21, 22, 23
  - **Relevant for Installation Type:** Dedicated-Direct, Direct, Local, Total Care
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### Description:

Production server -- two patrons, barcode 2031238 and barcode 2011082, trying to issue items 3690019431, 3690019435 and 3690019436.

Patrons' home library = VHPC, books belong to VFAL, and there are permissions for loans to be made for any patron / book combination at these sublibraries in alephe / tab\_base.eng

We are getting the error message "Unable to find local patron information" when trying to loan these books, even though local patron information is there ... and we can't see what's wrong.

### Resolution:

In alephe\_tab/tab\_sub\_library.eng you have VFAL in col 9 for VFAL library

```
VFAL 1 SHL50 L Forth Valley Royal Hospital VL VL VFAL VFAL VSRI
```

But for patron 2031238 you have only SHL50 and NHML defined in his local information

You may either define VFAL sublibrary in the local information for this patron

Or define in tab\_sub\_library.eng col 9 or 10 SHL50 as default for sublibrary VFAL

From tab\_sub\_library.eng header:

```
! COL 9. 5; ALPHA_NUM, UPPER; ;  
! Local patron record;  
! First choice for local patron privileges record;
```

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