

# Why has the Manage Patron Services link disappeared from the Fulfillment menu in Alma

- **Product:** Alma

## Description

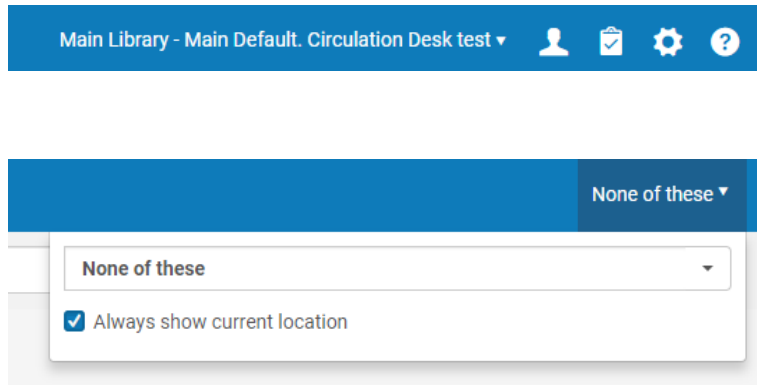
The Manage Patron Services link has disappeared from the Fulfillment menu in Alma.

## Resolution

1. Find the staff member's record (through the persistent search box or from Admin > Manage Users) and ensure that they have a Circulation role. It should be an active role, scoped to a library, with a circulation desk attached (as a parameter).

Active	Role Name	Role Area	Scope	Parameters	Status Date	Expiry Date
<input type="checkbox"/>	Circulation Desk Manager	Fulfillment	Main Library	Main Default: Circulation Desk test	06/15/2018	-
<input type="checkbox"/>	Circulation Desk Operator	Fulfillment	Main Library	Main Default: Circulation Desk test	06/15/2018	-
<input type="checkbox"/>	Circulation Desk Operator - Limited	Fulfillment	Main Library	Main Default: Circulation Desk test	06/15/2018	-

2. In the top right of Alma, check the *Currently At* location (i.e. "Main Library - Main Default Circulation Desk Test"). Manage Patron Services is only available when the *Currently At* is a circulation desk (not "None of these" or a technical services location).



## Note

Staff members can only see circulation desks and locations that are defined in their user roles.

## Additional Information

For more information about Managing Patron Services, please visit the Alma Online Help page on [Patron Services](#).

- **Article last edited:** 15-Jun-2018