

Why does the actual loan period of an item not match the "Due Date" policy that is set in the Terms of Use?

- **Product:** Alma

Question

Why does the actual loan period of an item not match the "Due Date" policy that is set in the Terms of Use associated with the item's Fulfillment Unit? For example, why is the item being loaned out for 2 weeks when the Due Date policy is set for 3 months?

Answer

In Alma, the Due Date policy name and the duration of the loan specified in the Value field are not required to match.

To verify that the Due Date policy in the relevant Terms of Use matches the actual values configured in the "Policy Details":

1. Go to **Configuration > Fulfillment > Physical Fulfillment > Terms of Use and Policies**.
2. Open the "Terms of Use" (Type = Loan) in question.
3. For the Policy Type, "Due Date", choose "Edit" from the Row Actions.
4. Verify that the "Value" and "Unit of Measurement" are set to the desired configuration.

For example a policy may be titled "3 Month Loan ":

Policy Type	Policy Name	
1 Is Loanable	Loanable (Loanable)	...
2 Is Recalable	Recall Allowed (Recall is possible)	...
3 Due Date	3 Month Loan (3 Month Loan)	...
4 Requested Item Due Date	2 Week Requested Item Due Date (2 Week Request)	...
5 Recall Period	2 Week Recall Period (2 Week Recall Period)	...
6 Renew Fee	No Renew Fee (No Renew Fee)	...
7 Lost Item Fine	10.00 Lost Item Fine (10.00 Lost Item Fine)	...

However, regardless of the policy's name, the "Value" and Unit of Measurement can be set to any length of time:

Alma

Policy Details Cancel Save

Policy Type Due Date

Policy Name * 3 Month Loan

Policy Description 3 Month Loan

Value Type * Non Fixed Fixed

Value * 14

Unit Of Measurement * Days

At(HH:MM) - If empty, the library's closing time will be used

Default Policy False True

If the Policy Name and Value/Unit of Measurement already match, please open a case with Support.

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