Why is my loan policy not being applied correctly?

Symptom

- When an item is checked out, it is not being checked out for the expected loan period.

Applies to

- WorldShare Circulation

Resolution

If an item is given a loan period that is not the correct loan period, please check your Loan Policy Map to see if the correct loan policy is being applied. Please note that the Loan Policy Map is read from left to right and then top to bottom. Once a match is found, all other lines are ignored.

1. Identify the item's **material format**, **holding location** and **shelving location**.
2. Identify the **patron type** of the patron.
3. Log into the [OCLC Service Configuration](https://help.oclc.org/Library_Management/WorldShare_Circulation/Troubleshooting/Why_is_my_loan_policy_not...).
4. Select **WMS Circulation > Loans > Loan Policy Map**.
5. Review the existing lines of your policy to see if the item being checked out meets the criteria of one of the lines that precedes the desired policy.
6. Once you have identified the matching line, use the green up and down arrow to the far right to adjust the order of the lines in your **Loan Policy Map** or edit the **Loan Policy** to correct the behavior. You can add additional lines as needed.

Additional information

- For more information on creating or editing your Loan Policy Map, please the **Loan Policy Map** help page. If you need additional assistance please contact [OCLC Support](https://help.oclc.org/Library_Management/WorldShare_Circulation/Troubleshooting/Why_is_my_loan_policy_not...).

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