How To Diagnose Aleph Loan/Renew/Due-Date Problems

(Versions 18-21)    Jerry Specht    Sep. 22, 2013

1. Consult KB 16384-34834 ("How is the due date calculated?")

2. Use util f/4 for the z36 to see the current loan record for the particular item/patron, including the z36_sub_library, z36_item_status, and z36_bor_status, which are needed for locating the relevant circulation situation in tab16.

3. The following SQL can be used to see the original loan, *all* renewal transactions, and the return of a particular patron/item (if it has occurred):

   > s+ xxx50
   SQL> select Z35_EVENT_DATE, Z35_EVENT_HOUR, Z35_EVENT_TYPE from z35
   where Z35_REC_KEY = '007363516' and Z35_ITEM_SEQUENCE = '000010' and
   z35_id = 'XXX000089902' order by Z35_EVENT_DATE, Z35_EVENT_HOUR ASC;
   
   **** Hit return to continue ****

   Z35_EVENT_DATE  Z35_EVENT_HOUR  Z3
   ----------------- --------------
   20130909        1003           50 [Loan]
   20130916        935            63 [GUI Renew]

4. The following SQL can be used to see the original loan, all renewal transactions, due-date-changes, overdue notices, and the return of a particular patron/item:

   > s+ xxx50
   SQL> select Z309_DATE_X, z309_action, Z309_OVERRIDE, z309_text, z309_data from z309 where z309_rec_key_3 = '007363516000010' and substr (z309_rec_key,1,12) = 'XXX000089902';
   **** Hit return to continue ****

   Z309_DATE_X  Z309_ACTION  Z309_TEXT
   ----------------- ----------- -----------
   201309091003 1 N Regular loan
   Regular loan, due date 09/16/13 09:00 PM.

   201309130705 15 N Courtesy letter created
   Loan notice letter created.

   201309160935 11 N Staff (GUI) renewal
   Staff renewal. New due date 09/23/13 07:30 AM.

   201309160943 23 N Due date changed forward
   Due date changed to 09/23/13 06:30 PM from original due date 09/23/13.
Note that this same info is available in GUI Circ as “Circulation Log”, under “Patron Activity”, in the tree on the left.

5. util f/2/9 (in xxx50 ADM library) (Display/Check Due Date Routine)

Additional information

The following SQL can be used to see Recalls/Holds (and original loan, renewals, and return) for a particular item:

```
SQL> select Z35_EVENT_DATE, Z35_EVENT_HOUR, z35_id, Z35_EVENT_TYPE from z35 where Z35_REC_KEY = '001234567' and Z35_ITEM_SEQUENCE = '000010' where z35_event_date like '2013%' order by Z35_EVENT_DATE, Z35_EVENT_HOUR ASC;
```

See also, KB 16384-40737 ("Requested item gets longer loan period than non-requested item") in regard to due-dates for recalls/holds.