When I issue a loan I get the message 'User is banned from this copy category.'

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Symptom

• The message **User is banned from this copy category** appears when issuing a loan

Applies to

• OLIB (all versions)

Resolution

This message refers to a flag on the **Loan Terms** record for the user’s category and the copy’s category:

1. Go to **Circulation Reference Data > Loan Terms** and search for the record that matches both the copy category and user category of the loan.
2. In the record, check the **Ban** field. If this is set to **Yes** then this particular user is banned from being issued the copy category of the item.
3. If you believe this to be incorrect, modify the record and set **Ban** to **No**.