What should I do if a museum pass or thing is returned late in MuseumKey or LendingKey?


Applies to

- MuseumKey
- LendingKey

Answer

As all reservations are created in advance, MuseumKey & LendingKey cannot account for late returns. Under Library >> Settings, you can enable a feature called No. of Days to Block after Due Date.

This setting will allow you to set a number of days to block after a reservation due date to create a 'buffer'. (i.e. If a reservation due date is December 15, the pass will usually be available on December 16. If this value is set to '1', then December 16 will also display as unavailable on the calendar.)