My patrons' items are renewing automatically.

Symptom

• Checked-out items are renewing with no action from the patron

Applies to

• Wise client
• Wise configuration

Resolution

The patron's membership definitions may include an automatic renewal.

1. Sign into Wise configuration.

2. Follow the path: OCLC Wise > Products and Services > Memberships > Membership settings > Membership definitions.

3. Navigate to the detail of the patron's membership definition.

4. At the bottom of the detail screen, in the left column, locate the **Automatic renewal** field. If it is checked, customers with this membership definition will be allotted automatic renewals. To disable, uncheck the option.

Additional information

See [Membership definitions](https://help.wise.oclc.org/Troubleshooting/My_patrons_items_are_renewing_automatically)