Online Renewals – Long-Term Loans

Renewal of long-term loan items (checked out for 6 weeks or longer) may be accomplished via the Library Catalog provided the items have not been requested by another patron and the borrower is in good standing.

- Go to the Library Catalog at http://catalog.lib.ku.edu; and click the My Account link.
  - KU students, faculty, and staff may also log in with their KU Online ID and Password by clicking the Login with KU Online ID & Password button in the lower middle of the screen.
  - All borrowers may log in using their 8-digit barcode number from the front of the KU Card and last name. (Last 8 digits of the 16-digit ISO number on card.)
- When the list of Items Checked Out appears, the default is to Renew checked items. Click the Renew? box in front of each item to be renewed. Then click Renew Items button at the bottom of the list.
- If you want to renew all items, select Renew all items from the University of Kansas Libraries from the dropdown at the bottom of the Items Checked Out list, then click the Renew Items box.
- Be certain to review the Items Checked Out list again under the heading Renewal Status.
  - Items marked with a status of Renewed will display new due dates.
  - Items marked as Not Renewed do not provide an explanation (contact library staff for information).
  - Items not marked for renewal will display an empty box.
- Click Logout to exit your library record.
- After the maximum online renewals have been used, the items must be returned to the library to be checked out again.
  - KU Borrowers and Reciprocal Borrowers may renew long-term loan items online five times.
  - Resident Borrowers may renew long-term loan items online twice.
- Telephone, mail, and e-mail renewals are not available for KU items.

Online Renewal Problems

- If a person reports s/he is unable to log into My Account, it usually means the person:
  - Is no longer enrolled or employed with the University.
  - Owes $80.00 or more in overdue or lost item charges.
  - Has duplicate records in Voyager. (Refer to Circulation Supervisor.)
  - Has expired KU Library Borrower Card
Basic Circulation Procedures: Renewals

- If the person is able to log into My Account, but cannot renew the items, it usually means:
  - The items have been renewed the maximum number of times and now need to be returned to the library in order to check them out again.
  - The items were checked out for two weeks or less and cannot be renewed online.
  - Items that have been recalled cannot be renewed online.
  - Items that have been declared lost cannot be renewed online.

Renewing Interlibrary Loan (ILL) Items

- Items received via ILL for KU patrons cannot be renewed online.
- Borrowers should review any restrictions recorded on the ILL jacket. The words NO RENEWALS will be recorded for items that cannot be returned and must be returned by the due date in order to avoid overdue charges.
- To request renewals for non-KU items, the borrower should contact Interlibrary Loan at (785) 864-3960 or illborr@ku.edu prior to the due date to determine if the ILL items can be renewed or not.
  - If the item can be renewed, ILL staff will provide a new due date.
  - The lending library is solely responsible for the decision of whether or how long to extend the due date. If a renewal is denied, ILL staff will notify the borrower via email.
  - If not renewed, the materials must be returned by the due date to avoid overdue fines.

In-Person Renewals

Short-Term and Reserve Loans

- All items checked out for two weeks or less cannot be renewed online.
- Policy: These items must be returned to the library from which they were checked out by the time due in order to avoid overdue charges and in order to renew them (check out again).
- Practice: Items are discharged and checked out again upon request at all library service desks.

Long-Term Loans

- All long-term loan items must be returned to the library after the maximum number of online renewals in order to check them out again.
- All long-term loan items presented for in-person renewal will be discharged first by library staff before checking them out again. This re-sets the ability to renew the
Basic Circulation Procedures: Renewals

items online for the maximum number of renewals allowed (as long as the items are not recalled).

- Once items are declared lost, they must be returned to the library to clear the borrower’s record. The items may be checked out again if the borrower is active and owes less than $80.00 in library charges.

External Check-out Laptops and Other Equipment

- These items are checked out for 7 days and may be renewed online once for an additional 7 days.
- Items must be returned to the library from which they were checked out (no exceptions) to be checked out again as long as another borrower is not listed in the Hold queue.

E-book Readers

- E-book readers are checked out for 21 days and cannot be renewed online.
- Readers must be returned to the library from which they were checked out to be checked out again as long as another borrower is not listed in the Hold queue.

Recreational Reading Collections

- Rec Reading books may be checked out for three weeks and renewed online once for an additional three weeks.
- The books must then be returned to the library to be checked out again.

Watch for Shortened Loan Periods

A shortened loan period usually means one of these situations:

- The item has been requested by another patron, and the circ operator needs to advise the borrower s/he will only have it for two weeks. No additional notice will be provided to the first borrower until the Courtesy Due and Overdue notices are sent.
- The patron record is about to expire. Ask the local Circulation Supervisor to investigate.

Good Standing: What does it mean?

“Good standing” is defined as a borrower who is currently eligible for library privileges and owes less than $80.00 in library charges.

How Borrowers Can Avoid Renewal Problems

- Pay attention to email and printed notices from the library.
- Pay attention to due dates. Renew items before they are declared lost at 30 days overdue.
Basic Circulation Procedures: Renewals

- Due dates may be reviewed by logging on to My Account as described in the Online Renewals section on the reverse.
- When renewing via the Library Catalog, be certain to review the Checked-out Items list again under the heading Renewal Status.
  o Items marked with a status of Renewed will display new due dates.
  o Items marked as Not Renewed do not provide an explanation. Consult library staff to understand what is required.
  o Items not marked for renewal will display an empty box.
- Remember that after the maximum number of online renewals, items must be returned to the library to check them out again.
- Remember that items checked out for two weeks or less cannot be renewed online and must be presented in person to check them out again.
- When renewing in person at the library with the items present, tell the library staff member you want to renew the items.

Questions
- Questions may be directed to:
  o The Ask a Librarian service at http://www.lib.ku.edu/askalibrarian/
  o The Circulation Business Office (libfines@ku.edu or 785-864-4715).
  o The circulation specialists on duty at library service desks.
- If you need to take a message for a call back, please be certain to record: name, email address, 8-digit barcode number or 7-digit student number, and telephone number including area code.