

## **Warren Public Library Automatic Renewals FAQ**

### **How does it work?**

Eligible items will automatically renew two days before the item is due, unless there is a reason for the renewal to be prevented. When items are automatically renewed, you will receive either an email or text message notification depending on what option is set up in your library account. If an item cannot be renewed you will receive a pre-due notification.

### **If I only receive phone notifications and don't receive email or text message notifications will my items still automatically renew?**

Yes, your items will still automatically renew, however, you will not receive notifications of the renewal or pre-due notifications. We suggest if possible having your library card account set up to receive email or text message notifications.

### **What may prevent an item from being renewed?**

Items will not automatically renew for the following:

- There is a hold on the item.
- The item does not have any more eligible renewals available.
- Your library card has an unpaid balance of \$5.00 or more in fines.
- There are 10 or more overdue items on your library account.
- The item belongs to a collection that can't be renewed, such as our 2-day Pay DVD collection.
- The item was requested through MeLCat.

Additionally, your renewal period may be shorter than normal if your library card is due for renewal.

### **Do eBooks or eAudiobooks automatically renew?**

No, only physical library items are eligible for automatic renewal. eBooks or eAudiobooks through OverDrive can be renewed/requested again by following the procedures at <http://bit.ly/OverDriveRenew>.