

## **KENT FREE LIBRARY**

### **AUTOMATIC RENEWALS INFORMATION AND FAQs**

Beginning December 1, 2022, Kent Free Library is introducing automatic renewals! Library patrons have plenty of things to worry about, renewing their library materials shouldn't be one of them. Now you can stress less if you forget to renew or return your library books. Plus, auto renewal will stop overdue fines from accruing because the library's software renews the item before it is overdue.

#### **Who qualifies for automatic renewals?**

Most patrons will be automatically included in automatic renewals. You do not need to opt-in.

#### **Can I opt out of automatic renewal?**

No, not at this time.

#### **Which patron account types do NOT qualify for automatic renewals?**

Teacher, Homeschool, and 3 for Me accounts do not qualify. Note that Teacher and Homeschool accounts will allow automatic renewal for SearchOhio and OhioLINK items.

#### **How many times will an item automatically renew?**

Most Portage Library Consortium items will renew five (5) times allowing you to keep items up to twelve (12) weeks. There may be items, based on their individual circulation policies, which will have a total checkout period that is shorter.

SearchOhio and OhioLINK items are an exception because of the library's agreement with those consortiums. These items will renew automatically but will still be limited to three (3) renewals.

Reed Memorial Library and Portage County District Library may have items in their collection that will not renew five (5) times or for twelve (12) weeks based on their circulation policies.

#### **Items eligible for automatic renewal**

Most physical items in the Portage Library Consortium are eligible. This includes books, DVDs, audiobooks, music CDs, graphic novels, board games, video games, kits and magazines.

#### **Items NOT eligible for automatic renewal**

Lucky Day items

WiFi Hotspots

Laptops

Digital materials

Tonieboxes

Kent Free Library Book Group Books

Reed Memorial Library items excluded according to their circulation policy

Portage Library Consortium items excluded according to their circulation policy

**What are common reasons an item won't automatically renew:**

- There is a hold on the item
- The item has reached its renewal limit (this may vary depending on item type and owning library's circulation policy)
- The item is currently overdue, billed, or claimed returned
- The patron's account is blocked due to overdue items or fines and fees

**What happens if another patron places a hold on an item that I have checked out?**

Items with a hold will NOT automatically renew. The current borrower is expected to return the item to the library by its due date.

**If an item does NOT automatically renew, and it isn't returned by the due date, will overdue fines be charged?**

Yes, fines and fees related to items that are overdue, damaged or lost still apply.

**How will I know if an item automatically renewed?**

If you are signed up for email or text notifications, you will receive a notice one day prior to the item's due date informing you if your item(s) was successfully renewed or not. It is important that you read library notices carefully for this information. Text notices are brief and will not include complete renewal information. You can check your library account online, on the mobile app, or speak with a member of the library's staff for assistance. Phone call or mail notifications are not available for auto renewal notifications.

**How do I sign up for notifications?**

If you do not currently receive library notices by email or text you will need to speak to a library staff member to enable one of those notification types.

**Can I still renew items manually by myself?**

Yes, if you wish to renew an item prior to the automatic renewal you may still do.

**Is automatic renewal the same as fine free?**

Not exactly. When an item renews automatically, it prevents overdue fines from accruing. This is helpful in situations when you forget to return or renew a book on time. With automatic renewal, if an item CANNOT be renewed, you will still be charged overdue fines if an item is not returned by its due date. Patrons will continue to be charged the replacement cost of the item for any damaged or lost items. With fine free, patrons are not charged overdue fines at all.

**Why did the library implement automatic renewals?**

Advancements in the library's software made the implementation of auto renewal possible. In addition, the library wants to make borrowing materials and managing borrowed materials easier for all patrons.