MV LC | Merrimack Valley Library Consortium

AUTOMATIC RENEWALS: FREQUENTLY ASKED QUESTIONS

What is automatic renewal?
Beginning in March 2020 you will no longer have to remember to renew any books, DVDs, or other physical items you have borrowed from the library. If the item is eligible to be renewed, it will be automatically renewed for you three days prior to its due date.

How do automatic renewals work?
Three days before an item is due, the item will be automatically renewed if:

- The item was checked out at a library participating in the automatic renewals service
- There are remaining loan periods available for the item.

Which libraries are offering automatic renewals?
Participating in automatic renewals is determined by each individual library in the Merrimack Valley Library Consortium (MVLC). The following MVLC libraries are currently offering automatic renewals for items checked out at their location:

- Amesbury Public Library
- Memorial Hall Library (Andover)
- Billerica Public Library
- Boxford Town Library
- Burlington Public Library
- M.G. Parker Memorial Library (Dracut)
- Flint Memorial Library (North Reading)
- Flint Public Library (Middleton)
- Gleason Public Library (Carlisle)
- Chelmsford Public Library
- T.O.H.P. Burnham Library (Essex)
- Georgetown Peabody Library
- Groton Public Library
- Hamilton-Wenham Public Library
- Haverhill Public Library
- Ipswich Public Library
- J.V. Fletcher Library (Westford)
- Lawrence Public Library
- Manchester Town Library
- Nevins Memorial Library (Methuen)
- Pollard Memorial Library (Lowell)
- Reuben Hoar Library (Littleton)
- Stevens Memorial Library (North Andover)
- Newbury Town Library
- Newburyport Public Library
- Rockport Public Library
- Tewksbury Public Library
- Topsfield Town Library
- Tyngsborough Public Library
- G.A.R. Memorial Library (West Newbury)
- Wilmington Memorial Library

Do I have to sign up for automatic renewals?
No. This is an automatic service through your library and requires no sign up on your part.

Will I have a shorter overall loan period?
No. Items are renewed from the original due date.

Which items automatically renew?
Most physical items borrowed (books, DVDs, audiobooks, music CDs) are eligible for up to two automatic renewals. Exceptions may vary based on each lending library's policies.

What items are NOT eligible for automatic renewal?
Common reasons why an item cannot be renewed include:

- There is a waiting list
- The item has reached its renewal limit
- Your account is blocked due to overdue items and/or bills owed
- The item belongs to a collection that does not allow auto renewals (such as non-renewable "Hot Titles," digital content, and items lent by libraries outside MVLC)
- The item was checked out at a non-participating library.

If an item did not automatically renew and I don't return it on time, are there still fines?
If the library where you borrowed the item has fines or fees, then they will still be applied to overdue items.

What is the renewal limit?
Renewal limits vary by item. However, most eligible items will be automatically renewed up to two times.

Will my Interlibrary Loan (ILL) items, like ComCat, be automatically renewed?
No, per statewide policy, these items may not be renewed.

Will I get a notice that items have been renewed?
Yes, if you have opted in to receive email notifications, you will receive a courtesy renewal notice via email three days before the item's due date. The notice will provide the new due dates for each item and the number of renewals used. You will also be notified of any items that weren't renewed and the reason(s) they were not eligible for auto renewal. To ensure you receive these notices, please check that your contact information is current in your account. Speak with a library staff member if you have any questions about how to update your contact information.

What if I don't want the items renewed? Is it optional?
Auto-renewals will occur automatically for any eligible items as long as the library account is in good standing. You cannot opt out of auto-renewals, but of course, you can return items as soon as you are finished with them, regardless of due date.

Can I still manually renew materials whenever I want?
No. Patrons can only renew items in the online catalog three days prior to their due date. This limitation is in place for all libraries, even ones not currently participating in auto-renewals. Patron may contact a library if they need a renewal before this three-day period.

Why would I want to manually renew an item if they renew automatically?
The system will automatically attempt to renew your borrowed item three days before the due date. If this renewal attempt is unsuccessful, you may try again manually any time before you

return the item. For example, if your item is on hold for someone else, but due within three days, that hold could be filled with another copy and your renewal may still go through manually.

If I manually renew, will I have less time to borrow?
No. If you renew the item before its due date, it will renew from its original due date.