



RiverShare Auto-Renew starts January 1st!

What is Auto-Renew?

- This feature will automatically renew eligible items that are on your account.

What do you mean by “eligible”?

- Each item has a set number of allowed renewals. As long as there is not a hold on that item, it will be automatically renewed. If there is a hold on it, or the item has run out of allowed renewals, then it will be due on the original due date.

How do I know if an item has been renewed?

- We encourage all patrons to monitor their account through the library's website. If you have not logged on yet, look on the back for directions. This is the best way to keep up with your item's due dates, especially if you have multiple items with different due dates. Also, if you haven't signed up for email or text notifications, we can help you with that too.
- Almost overdue and Auto-Renew notifications are sent out 3 days before the due date. If you receive email notifications, it will detail what has been able to be auto-renewed along with the new due date and/or materials that are due soon. If you get text notifications, use that as a reminder to check your account to see what has been auto-renewed and what is due soon. Due to character limitations on text notifications, they cannot convey the same detail as an email notification.
- If you have phone selected for notifications, you will only receive automated calls for holds when they are ready. If this applies to you, just call the library and staff will be happy to assist you.

Does this apply to my items that I get through Inter-Library Loan (ILL)?

- ILL items are not eligible for auto-renew. Only items from RiverShare member libraries.