Renewing Items in Leap

Table of Contents:

Renewing Items

Staff can renew items in Leap through the patron's Out/Overdue tab or the Check Out tab. The amount of renewals allowed is determined by the item's owning library and is set in the item's record:

To renew through the Out/Overdue tab:

1. Open the patron's account.
2. Navigate to the **Out/Overdue** tab.
3. Click the checkbox next to the desired item. If attempting to renew all items, click the checkbox at the top of the list.
4. Click the **Renew** button.
5. If successful, the item will renew and the new date will display in the Due On column.

To renew through the Check Out tab:

1. Open the patron's account.
2. Scan the item in the **Enter Item Barcode** box.
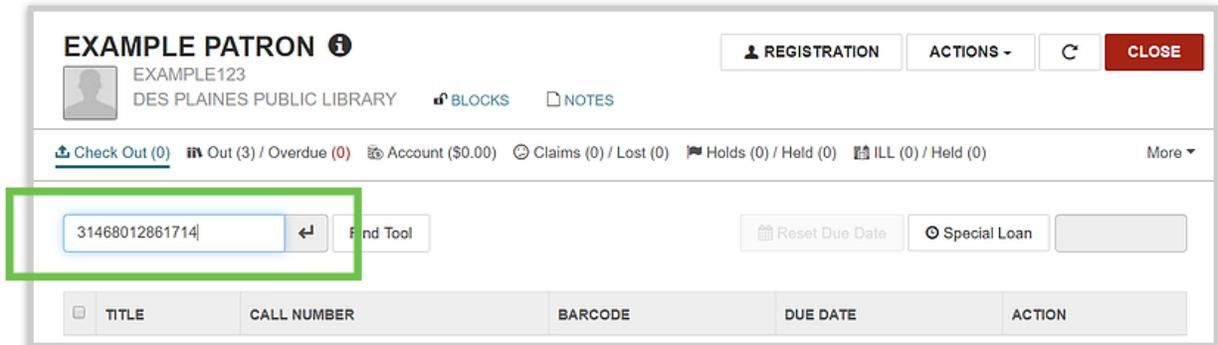
3. A pop-up will appear alerting you that the item is currently checked out and asking if you would like to renew. Click **Continue** to confirm the renewal.
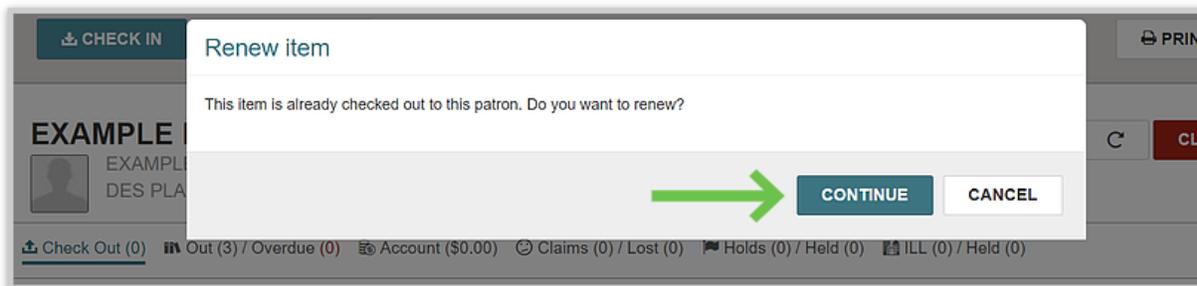
4. If successful, the item will renew and the new due date will display in the Due Date column.

After the item(s) are renewed, the Renewals Left column in the Out/Overdue tab will show that a renewal was used.

Items may be renewed even if they are overdue. If the item is already overdue, any accumulated fines can be paid right away, waived, or be applied to the patron's account.

Staff may not be able to renew items if the patron has certain blocks on their account. These blocks include:
- Money owed over the 2nd level fine threshold (amount set by library)
- Blocks from the Library Assigned Blocks list
- Blocking notes
- Free-Text Blocks
- Collection agency block
- Exceeding 5 current claimed items

A renewal may also be stopped if the item can fill a hold for another local patron or for a pickup at your library. A pop-up will appear alerting staff to any conditions that will prevent the item from renewing. Staff can then cancel out of the transaction.
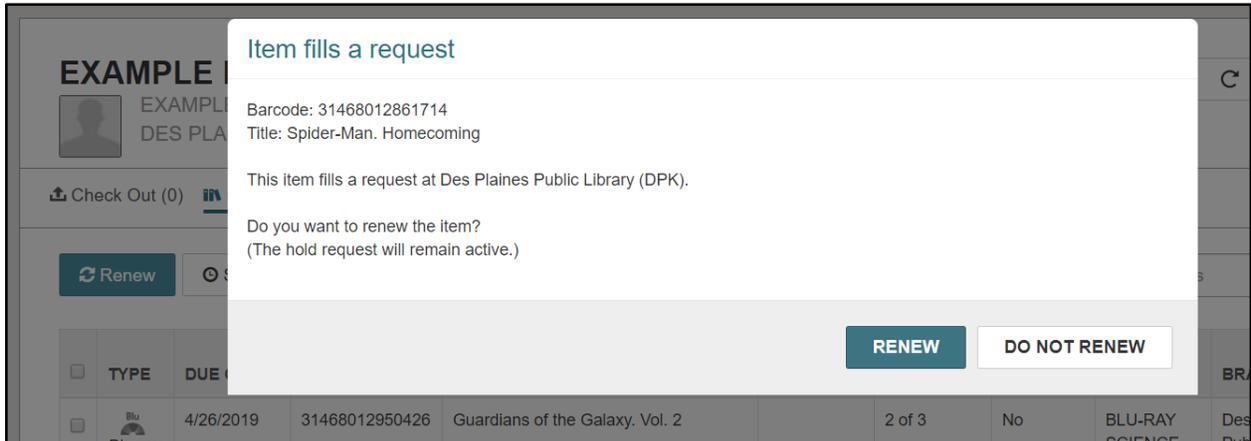
Special Renew

Polaris also gives staff the option to perform a Special Renew. Special Renew can be used when staff want to renew the item for a different period of time than the item's loan period. For example, they can opt to renew an item (that usually circulates for 2 weeks) for 1 week or 3 weeks. Using Special Renew will still use up a renewal count.

To use Special Renew:
1. Open the patron's account.
2. Navigate to the **Out/Overdue** tab.
3. Select the checkbox next to the desired item. If attempting to renew all items, click the checkbox at the top of the list.
4. Click **Special Renew**.
5. Select the desired due date from the calendar, or specify a length of time in the Loan Period box.
6. Click **Special Renew** to complete the renewal.
7. If successful, the item will renew and the new date will display in the Due On column.
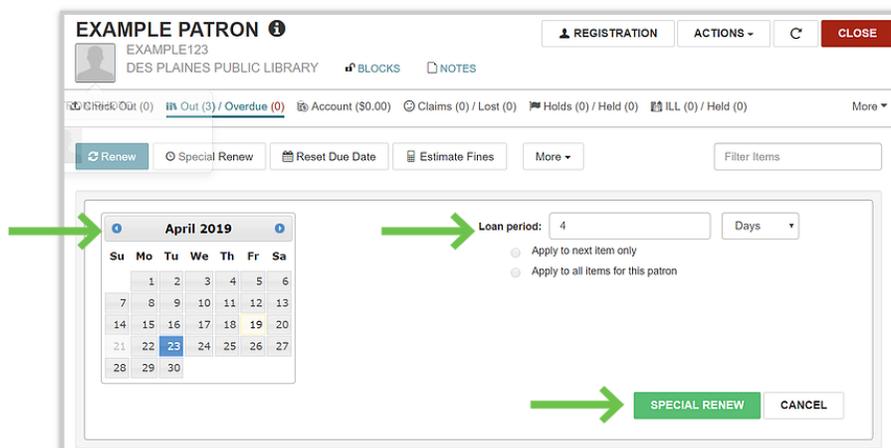
Reset Due Date

Staff may also see the option for Reset Due Date. Reset Due Date allows staff to manually adjust the due date of a checked out item. Reset Due Date will <u>not</u> use up a renewal count. This function cannot be used with items that are already overdue.

To use Reset Due Date:
1. Open the patron's account.
2. Navigate to the **Out/Overdue** tab.
3. Select the checkbox next to the desired item. If attempting to renew all items, click the checkbox at the top of the list.
4. Click **Reset Due Date**. If the option is unavailable, one or more of the selected items are ineligible for this function.
5. Select the desired due date from the calendar.
6. Click **Reset Due Date** to complete the action.
7. If successful, the new date will display in the Due On column.
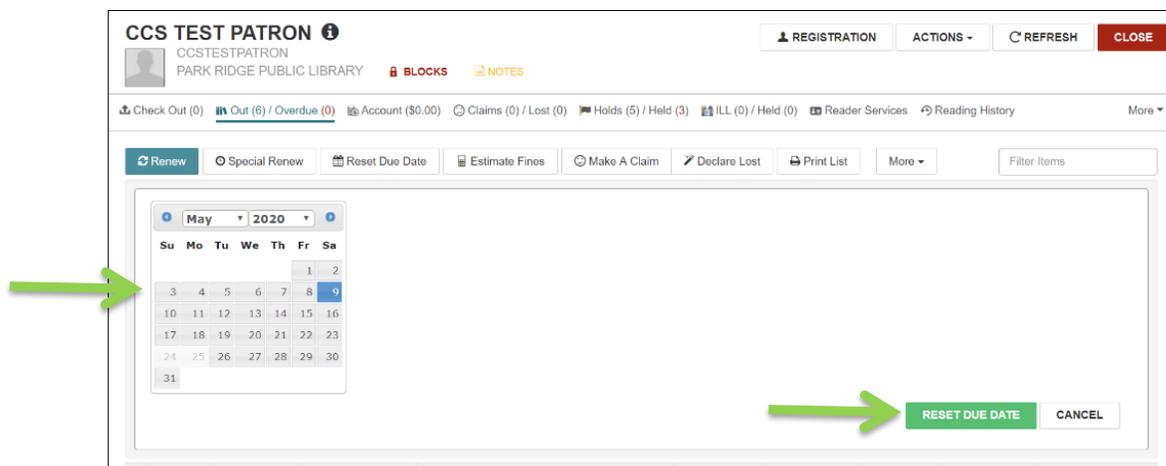
Patron-Initiated Renewals

Patrons may also renew items through the PowerPAC or via telephony. Their items may also auto-renew if eligible. Patrons will be blocked from renewing online through the PowerPAC, via telephony, or through auto-renew if they have one or more of the following blocks on their card:

- Money owed over the 2nd level fine threshold (amount set by patron's home library)
- Collection agency block
- Address check required or registration expired block
- Invalid address block
- Lost card block
- (Optional for fine free libraries) Long overdue item block

Auto-Renew

If eligible, items will auto-renew three days before their original due date. Patrons who have an email address on file will receive an auto-renew notice if the item was able to be auto-renewed. If the item was not able to be auto-renewed, they will receive a reminder notice that their item(s) will be due soon.

How does auto-renew work?
Each morning before libraries open, the system will run a job that checks for items due in three days and will attempt to renew them. Anything that can be renewed (meaning, both the patron and the item are eligible) will be. The renewal date will be calculated from the item's original due date, not the auto-renew date, so the patron will still receive the full renewal period for the item.

Why didn't an item auto-renew?
There may be several reasons why an item did not auto-renew.

1. The item does not have any renewals left.
If the item has already been renewed the maximum amount of times allowed, it will not be auto-renewed.

2. The item can fill a hold.
If there is an active holds queue and the item is eligible to fill a hold, it will not auto-renew. However, the hold may later be filled by another copy. If so, the patron or staff will be able to renew the item via PAC or Leap/staff client.

3. The patron is blocked.
Blocks that will prevent auto-renewal include:
- Money owed over the 2nd level fine threshold (amount set by patron's home library)
- Collection agency block
- Address check required or registration expired block
- Invalid address block
- Lost card block
- (Optional for fine free libraries) Long overdue item block

If auto-renew fails for an item, will it try again the next day?
No, the auto-renew job is a courtesy and will only attempt to renew an item once. If the item becomes eligible for renewal later, the patron or staff can still renew the item through the PAC or Leap/staff client.