

# Automatic Renewals

## Frequently Asked Questions

*Good news! The Library now has auto renewals. Your Library experience is now easier, as we will take care of renewing your items automatically. We'll save you time and lower your risk of accruing fines.*

### **General Information**

#### **What is automatic renewal (auto-renewal)?**

Physical items checked out from the Library now renew automatically. Our computers check your account for eligible items and renew them on the original due date.

#### **Which Library items automatically renew?**

Most physical items checked out from the Library (books, audiobooks, music CDs, DVDs) are eligible for **up to two** auto-renewals.

#### **Which Library items DO NOT automatically renew?**

The following are **not eligible** for auto-renewal:

- Items that have **reached their renewal limit**
- Items **someone else has requested** to borrow (items with a hold)
- **Downloadable and streaming materials** (eBooks, eMagazines, eMovies, etc.)
- **Bestseller DVDs and Bestseller Books**
- Items checked out **by the hour** (laptops, game controllers, etc.)
- **Book Club Kits**

#### **Can I opt out of auto-renewal?**

At this time, there is no option to turn off or otherwise opt out of auto-renewal.

#### **What if I still want to renew eligible items myself in My Account?**

Please call the Library and we will manually renew your items for you.

## **How can I send a comment to the Library about the auto-renewal system?**

We welcome your feedback! You can email us at [library@losgatosca.gov](mailto:library@losgatosca.gov).

## ***Notifications***

### **How and when am I notified of an auto-renewal?**

Auto-renewal notices are automatically sent via email. If you've provided an email address, you should be receiving notifications. If you're not for some reason, **please contact the Library** by calling (408) 354-6891.

As always, due dates of all borrowed Library items (including auto-renewed items) are found in "My Account".

### **What information is in an auto-renewal notification?**

Emailed auto-renewal notifications include which items were and were NOT eligible for auto-renewal, and the due dates for each item.

### **What if I'm not receiving auto-renewal notifications via email?**

**Be sure you've provided a valid email address.** If you've provided an email address, but still aren't getting auto-renewal notifications, **please contact the Library** by calling (408) 354-6891.

### **Will I still be notified when items NOT eligible for renewal are almost due?**

Yes. Look for notification of these items as you normally would.