Automatic Renewals for Library Items Start March 1, 2020.

As of March 1, 2020, all Shelby County Libraries will automatically renew eligible materials checked out to library cardholders.

- All patrons are automatically enrolled; there is no need to sign up for this new service.

FAQS

How do Automatic Renewals work?

- Any items on your account that are eligible for renewal will now auto-renew 3 days before their due date.
- Auto-renewal sets the new due date from the original due date. For example, an item with a two week checkout due March 5 will be renewed on March 2, and the new due date will be March 19.
- Courtesy notices will reflect which items in your account did or didn't auto-renew, and the corresponding due dates.
- Courtesy notices will be sent by email. Please ensure that the library has your correct email address on file. To receive these notices, you must not have opted out of email notifications.
- You can still renew eligible items at any time via the automated phone system or website.
- You are responsible for checking the status of the items on your account. Any items that cannot not be auto-renewed must be returned by the due date or your account will accrue a late fee.

Are there reasons items won’t renew automatically?

Items may not Auto-Renew if:

- The item does not allow renewals
- The item is part of the eCollection (Hoopla or Overdrive)
- The item has a hold (another patron is waiting for it)
- The item has reached its renewal limit
- The item was a specially requested item from another library system outside of Shelby County
- Your card is expired
You have fees of $3 or more on your account
You have overdue or lost items currently on your account

What happens if an item cannot be renewed?
• If items on your account cannot be renewed, you will receive a courtesy notice with due dates before those items are due.
• You are responsible for returning all items by the due date or your account will accrue late fees.

Can I opt out of this service?
• Not at this time.