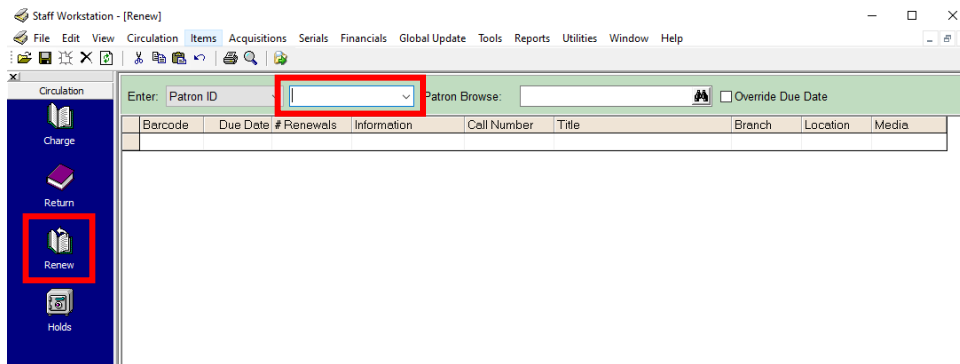


## Renewing Materials

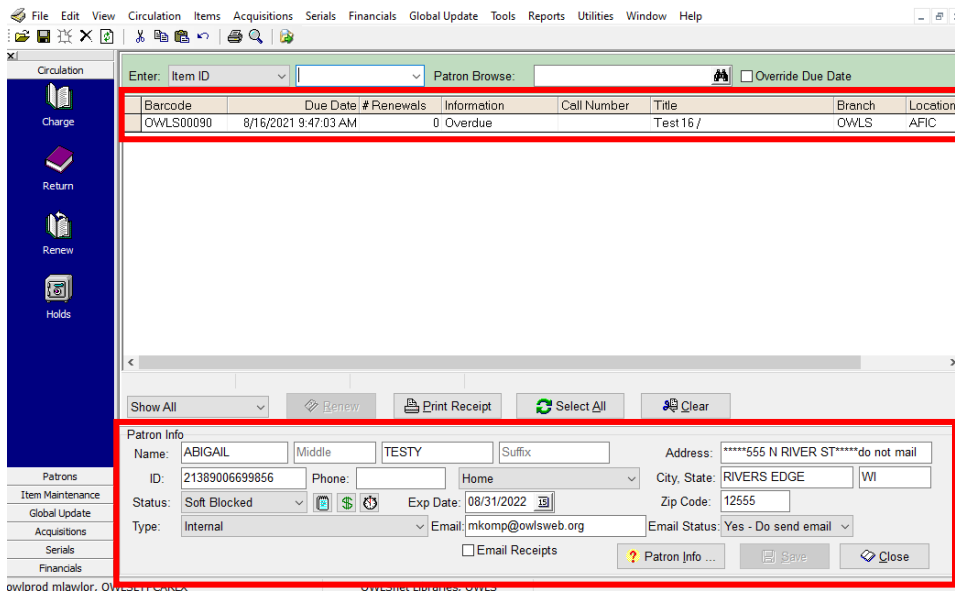
Staff can renew items for patrons upon request. The system will indicate if an item can be renewed or not. Items can be renewed a few different ways in CARL-X but only one way in Connect.

### CARL-X: Quick Renew

1. Logged into CARL-X, click on the Circulation module and then the Renew function.
2. Scan or type in the patron's barcode into the empty field next to the "Enter: Patron ID" field. Or staff can search for the patron using the "Patron Browse" field.



3. Staff can confirm the correct patron account by looking at the bottom of the window. They should see the patron information listed there. They will also see the current items the patron has checked out appear in the grid.

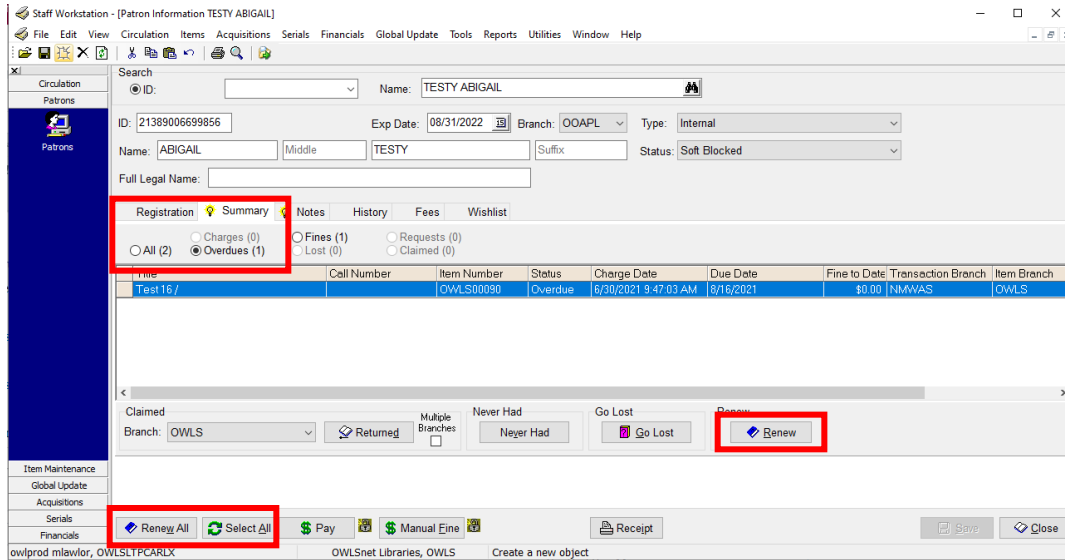


4. Staff can either, highlight those items that need renewing, OR, if all items want to be renewed, click on the "Select All" button above the patron info.
5. Click on the "Renew" button.
6. If the item(s) can be renewed, the Due Date will update to the new date.
7. If the item(s) can't be renewed, the reason will appear in the "Information" column.
8. Close once done or Print Receipt and Close.

## Renewing Materials

### CARL-X: Patron Account

1. Logged into CARL-X, navigate to the Patron's module and pull up the patron record.
2. Click on the Summary tab.
3. Select the "Charges" radio button or the "Overdues" radio button, depending on the status of the item(s).



4. Highlight the item(s) that need renewing, OR, click on the "Select All" button located at the bottom of the window. OR, staff can click on "Renew All." \*Skip #5 if you do "Renew All."
5. Click on "Renew."
6. Staff will be notified if the item(s) can be renewed by either the due date changing or by a Big Red Box indicating the reason as to why not.
7. Once renewed, close out or click on "Receipt" if the patron would like a receipt.

### Connect

1. Logged in to Connect, use "user services" to pull up the patron's account.
2. Click on "My Account" located near the top of the page. This will open another browser tab or window.
3. Make sure "Loans" is selected on the left-hand side menu.
4. Click on the orange "Renew Loan" button under each item that needs to be renewed.
5. A window will come up indicating if the item could be renewed or not.
6. Close out of the patron account.