

Renewing Books in Borrowing:

Patron Initiated Renewals

- If the following queue appears on the borrowing side of ILLiad: **Renewed by Customer to 00/00/0000**
- Click on the Borrowing tab located above the ribbon
- Click on **Send OCLC Renewal Requests**
- Click on Ok.

You must wait to hear back from the lending the library. When you receive a response the following queues will appears: **Awaiting Renewal OK Processing OR Awaiting Renewal Denied Processing.**

- Double click on the **Awaiting Renewal OK Processing** queue
- The new due date will be located in the notes field at the bottom of the request
- Change the due date on the right hand side of the screen to the new due date.
- Click on the **save** icon at the top of the request screen.
- In the request ribbon, locate the **“Send E-mail”** icon and click on the drop down menu arrow
- Choose to send the **“Renew Ok”** email
- The email window will pop up
- Click on the **“Send”** icon.

OR

- Double click on the **“Awaiting Denied Renewal Processing”** queue
- Change the due date to the original due date (the original should be listed in the notes field.)
- Click on the **Save** icon at the top of the request screen.
- In the request ribbon, locate the **“Send E-Mail”** icon and click on the drop down menu arrow.
- Choose the **“Renew Denied”**
- The email window will pop-up
- Click on the **“Send”** icon.

If a patron calls you or sends an e-mail and would like a renewal do the following

- Open ILLiad
- In the Home Tab type in the Transaction Number in the Number box
- Click enter on the keyboard
- The request will open. Click on **Renew Request** in the request ribbon
- Exit out of the screen and save any changes if it asks. Then proceed with the steps listed above for **“Awaiting Renewal Ok Processing”** or **“Awaiting Denied Renewal Processing.”**

OR if you just have the name of the patron

- Open ILLiad
- Click on the Home Tab
- In the Name field type in the name of the patron and click enter
- Locate the Title of the book the patron wishes to renew and double click on it.
- This will open the request.
- Click on the **“Renew Request”** in the request ribbon.
- Exit out of the screen and save any changes if it asks. Then proceed with the steps listed above for *“Awaiting Renewal Ok Processing”* or *“Awaiting Denied Renewal Processing.”*