How to Process Loan Extension Requests

Agent Knowledge Base | Last Updated: October 15, 2025 | Owner: Circulation Services Team

Quick Reference

- **Standard loan period:** 3 weeks for books, 1 week for media
- **Maximum renewals:** 3 times per item
- **Auto-renewal:** Happens automatically on due date if eligible
- **Tools needed:** ILS System, Phone Line (888-577-5275), Patron Account Portal

Overview

This guide covers how agents can process renewal of library materials. Patrons can renew most items up to 3 times by web, phone, or in person. Agents should verify eligibility before processing renewals and escalate exceptions to a supervisor.

Eligibility Criteria

Scenario	Eligible for Renewal?	Action Required
Standard circulating items (books, audiobooks, magazines)	✅ Yes	Process renewal (max 3 times)
DVDs, music CDs, videocassettes	✅ Yes	Process renewal (max 3 times)
Items with pending holds or reserves	❌ No	Explain that a hold prevents renewal and offer alternatives
Reference materials	❌ No	Explain reference policy and suggest in-library use
Items already renewed 3 times	❌ No	Item must be returned and checked out again
Overdue items with unpaid fines	⚠️ Maybe	Check account status; this may need supervisor override
Teacher card items (50-item limit)	✅ Yes	Follow standard renewal process with librarian approval

Policy Note: For eligible items, auto-renewals occur automatically on the due date, and patrons will receive email confirmation. If auto-renewal fails (due to holds, max renewals reached, etc.), patrons receive a notification requesting that they return the item.

Step-by-Step Renewal Process

1 Verify Patron Identity

Before you process a renewal, confirm you're speaking with the account holder or authorized user:

- Ask for the 14-digit library card number or 12-digit e-card number
- Verify patron's last name, and their Personal Identification Number (PIN) if they know it
- Confirm the due date or title of the item they want to renew

Best Practice: For family accounts, verify the patron is authorized to manage items checked out on the shared card. Parents/guardians can renew items for their children.

2 Access Patron Record

In the Integrated Library System:

1. Navigate to **Patron Services → Search**
2. Type the patron's library card number
3. Click on their account profile
4. Select the **Account Activity** tab
5. Review their current loans and their due dates

Important: Check for account blocks or restrictions before you proceed. Accounts with outstanding fines over $10.00 or lost materials may be blocked from renewals.

3 Verify Item Eligibility

Check the following before proceeding:

- ✅ Item has been renewed fewer than 3 times (check renewal count in system)
- ✅ There are no pending holds for this title
- ✅ Item is not reference material
- ✅ Account is in good standing (no blocks or fines over $10.00)

Important: If an item shows "Hold Queue: 1 or more," it cannot be renewed. The account holder must return the item so the next patron can borrow it.

4 Process the Renewal

You can renew items through two methods:

Method 1: Web Renewal (Patron Self-Service)

Guide patrons to renew online:

1. Visit www.lapl.org
2. At top of page, click **Books & Media** to the left of the toolbar
3. In the options listed on the next page, click **Catalog**
4. Click **My Account** and sign in with library card number and PIN (default is last 4 digits of your phone number, but that can be manually changed)
5. Go to **Account Activity**
6. On the left, check the box next to the item, below the word **Renew**, or click the box at the top of the list, next to the word **Renew All** for all eligible items
7. Confirm the new due date (the original loan period from the renewal date). If the item cannot be renewed, a box will pop up saying "The following title(s) could not be renewed" followed by a list of titles.

Method 2: Phone Renewal (Interactive Voice Response System)

If the patron prefers phone renewal:

1. Direct them to call toll-free: **1-888-577-5275**
2. They'll need their 14-digit library card number
3. The automated system will process eligible renewals 24/7
4. The system will provide renewal confirmation

5 Update Patron Case Log

Document the interaction in Salesforce:

1. Find the patron's Salesforce record using their library card number
2. Update their circulation case if it exists, or create a new case
3. Set Case Type to `Renewal - Processed`
4. Add the number of items renewed and their new due dates
5. Include any special notes (e.g., patron education about auto-renewal)
6. Set case status to `Resolved`

6 Communicate with Patron

Confirm the renewal using the appropriate canned response:

CANNED RESPONSE: RENEWAL CONFIRMATION

Hi [Patron Name],

Thank you for contacting the library. I hope you're doing well.

Good news! I've successfully renewed [NUMBER] item(s) on your account.

Your new due date(s):
• [ITEM TITLE] - Due [NEW DUE DATE]
• [ITEM TITLE] - Due [NEW DUE DATE]

Helpful tip: *Most items auto-renew automatically on the due date if no one else has placed a hold. You'll receive an email confirmation when this happens.*

You can check your account any time at lapl.org or call our automated line at 1-888-577-5275.

Thank you for your patience! Please let me know if I can help you with anything else.

Best regards,
[Your Name]
Circulation Services Team

Special Scenarios

Items with Holds Cannot Be Renewed

When an item has pending holds:

1. Explain that another patron is waiting for the item
2. Inform them that they must return the item by the due date or they will get a late fee
3. Suggest that they place a hold to borrow it again after the current hold queue is filled
4. Offer to help place the hold if they would like

CANNED RESPONSE: RENEWAL DENIED, HOLD

Hi [Patron Name],

Thank you for contacting the library. I hope you're doing well.

I understand you reached out about renewing [ITEM TITLE]. Unfortunately, I'm unable to process this renewal because another patron has placed a hold on this item. To ensure fair access to popular materials, we can't renew items when someone else is waiting.

Your current due date: *[DUE DATE]*

What you can do:
• Return the item by the due date to avoid a late fee
• Place a hold on the item to borrow it again after the current waitlist is filled

Would you like me to place that hold for you now?

Thank you for understanding!

Best regards,
[Your Name]
Circulation Services Team

Maximum Renewals Reached (3 Times)

When a patron has already renewed an item 3 times:

1. Explain the 3-renewal maximum policy
2. Item must be returned and can be checked out again (if available)
3. Suggest they return the item and immediately check it out again if no holds exist
4. If holds exist, offer to place a hold for them

Overdue Items with Fines

For overdue materials:

Best Practice: You can still renew overdue items if they're eligible. The renewal extends the due date from the renewal date (not the original due date), which **will increase the fine**. Make sure patrons understand this before processing.

1. Check if the item is eligible for renewal (no holds, under 3 renewals)
2. Explain that renewing will extend the due date but fines continue to accrue from the original due date
3. Process renewal if patron confirms they want to proceed
4. Remind them to return items promptly to avoid additional fines

Teacher Cards (50-Item Limit)

For teacher card renewals:

1. Verify the patron is using a valid teacher card
2. Follow the standard renewal process
3. Some teacher materials may require librarian approval for renewal
4. If approval is needed, tag your supervisor in a JIRA ticket

When to Escalate

⚠️ Escalate to Supervisor When:

- Patron requests renewal beyond 3-renewal maximum
- Account has blocks or restrictions preventing renewal
- Patron disputes that item has a hold (verify in system first)
- Patron requests waiver of late fees to process renewal
- System shows error message you can't resolve
- Patron claims auto-renewal didn't work as expected
- Teacher card materials require special approval

How to escalate:

1. Open a JIRA ticket with patron's library card number and issue details
2. Tag supervisor in the ticket
3. Tell the patron: "I need to review this with my supervisor to ensure I'm giving you the right information. Can I follow up with you within 2 hours?"

Common Patron Questions

"Why didn't my item auto-renew?"

Response: "Auto-renewal happens automatically on the due date, but it can fail for a few reasons: someone placed a hold on the item, you've already renewed it 3 times, or your account has a block due to outstanding fines. Let me check your account to find out what's going on."

"Can you renew this even though someone has a hold?"

Response: "Unfortunately, no. When another patron places a hold, the item needs to be returned so they can borrow it next. To ensure fair access to popular materials, we can't extend loans when someone is waiting. I'd be happy to place a hold for you so you can borrow it again after the current waitlist."

"I need to keep this book longer than the 3 renewals allowed."

Response: "I understand you need more time with this material, but the 3-renewal maximum ensures materials circulate fairly to all patrons. Your best option is to return the item and check it out again immediately if it's available. If someone has placed a hold, you can add yourself to the waitlist. For extended research needs, I can also help you explore our reference collection or Interlibrary Loan options."

"Can I renew items in person at any branch?"

Response: "Yes! You can renew items in person at any of our 72 library branches or at Central Library. Just bring your library card, and circulation staff can help you at the desk. You can also renew 24/7 online at lapl.org or by calling our automated line at 1-888-577-5275."

Reporting & Metrics

Renewal requests impact circulation metrics. All agents should:

- Maintain accurate case logging for renewal requests
- Document reasons when renewals are denied
- Track patron confusion about auto-renewal features
- Report system issues preventing renewals by filing a JIRA ticket

Best Practice: If you notice multiple patrons confused about why auto-renewal failed, document the pattern by filing a JIRA ticket so we can improve patron communication.

Quick Links

- ILS Patron Management System
- Salesforce Case Logging
- LAPL Borrower Services Policy
- Auto-Renewal FAQ (Internal)
- JIRA Ticketing System
- Related: Processing Hold Requests
- Related: Managing Overdue Accounts
- Related: Teacher Card Procedures

Questions about this process? Contact the Circulation Services Team at circulation-support@library.org