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Howard County Library System
Automatic Renewals Set to Begin November 9
HCLS Customers First in Maryland to Receive New Convenience Service

ELLICOTT CITY, MD -- Howard County Library System (HCLS) will become the first library system in Maryland to institute automatic renewals for its customers. The new customer convenience service is set to begin November 9, 2015. All HCLS materials, except eBooks and downloadable audiobooks, will automatically renew three days before their due date.

Books, magazines, CDs, nonfiction DVDs, and toys will automatically renew for the standard 21 day period. Fiction, children's and world language DVDs, and Launchpad learning tablets will automatically renew for the standard seven day period. The new due date will be calculated from the original due date. Automatic renewal will occur twice for HCLS materials and once for inter-library loan materials.

Customers will see a list of automatically renewed items on their "Items Due Soon" notice which is emailed three days prior to an item's due date. The itemized notice will first list materials due and not eligible for renewal, followed by those that have been automatically renewed, and then items on loan but not yet due.

A few exceptions apply to the new service. An item will not be renewed if:

- another customer has requested it and there are no available copies on the shelf.
- the allowable number of automatic renewals has occurred.
- the item is currently overdue.
- fines on the customer's account have reached \$10.

Customers may continue to check their accounts and renew materials either in person at any HCLS location, by phone using TelAccount (410.313.7810), or online.

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