

# Renewing Items

Most items can be renewed twice (see the [PINES Circulation Matrix](#) for exceptions). After items have been renewed the maximum number of times, they must be returned and made available for all library patrons. Certain categories of materials are not eligible for renewal. If a hold request has been placed on an item, it may not be renewed. Selected staff will have the authority to force the renewal in special circumstances.

To accomplish a renewal, the patron must present his/her PINES card or read his/her PINES barcode number to staff over the phone. Staff is encouraged to ask for a second item of identification, such as address or telephone number, to verify the identity of the caller. Items will not be renewed with name only. Patrons may also renew their checked out items via the My Account feature of the OPAC. When an item is in hand, no library card is required in order to renew the item.

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