

Renew Your Material **By Phone**

Available at the Buffalo and Erie County Public Library through the Voice Automation System. **Call 858-8454**

What you need

- A valid library card in good standing
 - Fines and/or fees do not exceed \$4.99
 - 5 or more items are not overdue
- A PIN (Personal Identification Number)

What you can renew

- Items that have not already been renewed twice
- Items that are not on a Request List.

How you renew

1. Call **858-8454**
2. Enter your 13-digit library card number
3. Enter your 4-digit PIN
4. Choose no. 5 (Renewal) from the menu
5. Enter the Library's 13-digit bar code number for the item you wish to renew
6. Listen for the new due date
 - Due dates are calculated from the date of renewal, not the original due date
 - If your card is set to expire within the projected loan period, you will receive a shorter loan period. The material will be due on the library card expiration date.



Other library account information accessible through the Voice Automated System

- Items that are on Hold for you
- Overdue material on your account
- Fines and fees on your account
- Items that are currently checked out to you
- Change your PIN

Borrowers may not renew items by calling individual libraries. All phone renewals must be done through **858-8454**. You may also use the "My Account" feature of the Library's website or renew material at any location of the Buffalo and Erie County Public Library.

