

# **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
- This means no fines or fees exceeding \$10 and no more than 15 items are overdue.

## **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 (on reverse side of your library card)
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



## **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

## **Renew Online**

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.

All phone renewals must be done through **858-8454**. Borrowers can borrow up to 50 items at a time.