Service Desk Renewal Procedures

(Does not include Course Reserve materials, ITS notebooks/chargers, and hourly computer chargers)

1. Item in hand, users at Service Desk – Proceed as regular loan, should not need to desensitize

2. Item not in hand, user at Service Desk
   a. Assist user in renewing through their My Account at the express stations
   b. Assist user in renewing at the self-serve kiosk

   Or

   c. Renew in Alma
      i. Bring up users account in Alma at Manage Patron Services (swipe ID or use ID number)
      ii. Change Loan Display to All
      iii. Click Renew All (or select specific items and click Renew Selected)
      iv. Check for items which did not renew and inform user of new due date

3. Item not in hand, user on phone
   a. Assist user in accessing and renewing through My Account

   Or

   b. Renew in Alma
      i. Bring up users account in Alma at Manage Patron Services (swipe ID or use ID number)
      ii. Change Loan Display to All
      iii. Click Renew All (or select specific items and click Renew Selected)
      iv. Check for items which did not renew and inform user of new due date

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July 2017