

How to Renew Items

This workflow explains how to renew checked-out items for a patron in Ex Libris Alma. Renewals extend the due date for eligible items based on fulfillment policies, user groups, and loan terms. Accurate renewals ensure patrons retain needed materials while maintaining compliance with WRLC loan policies and minimizing unnecessary overdue notices.

When to Reference This Document:

- When a patron requests additional time with their borrowed materials.
- When staff process renewals during a desk transaction or remotely by staff intervention.
- When troubleshooting renewal denials or loan policy restrictions.

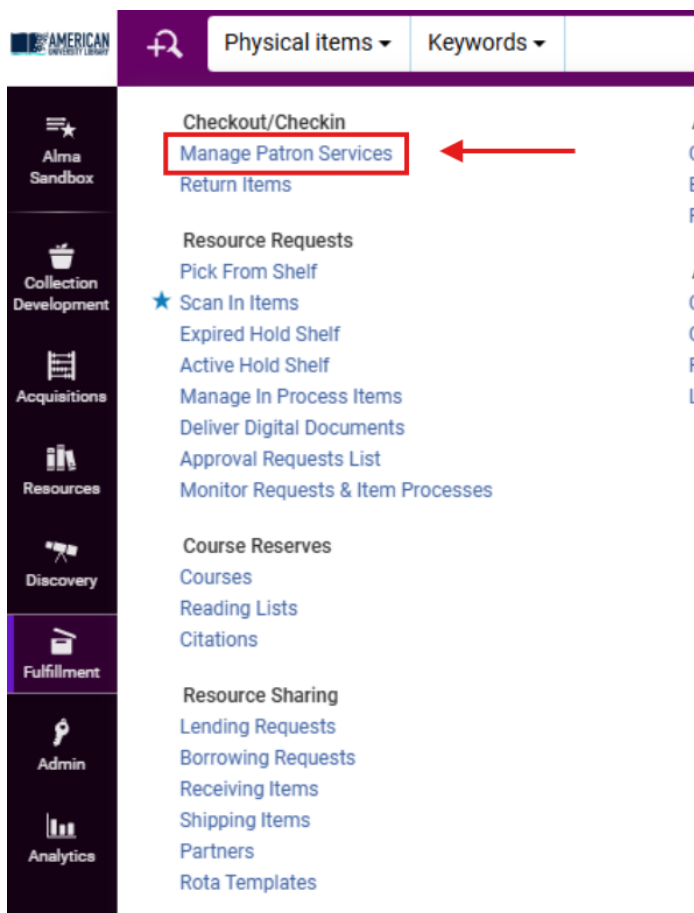
Required Roles

The options available under the Fulfillment menu are dependent upon your assigned user roles. Your list of options may be different than the screenshots included below. If you do not have the necessary options, you will need to work with your institution's User Administrator to be assigned the appropriate roles for your work.

To complete Fulfillment tasks outlined in this document, you must have one or more of the following roles:

- Circulation Desk Manager
- Circulation Desk Operator
- Circulation Desk Operator - Limited
- Physical Inventory Operator

1: Access the Patron Record Navigate to Fulfillment > Checkout/Checkin> Manage Patron Services

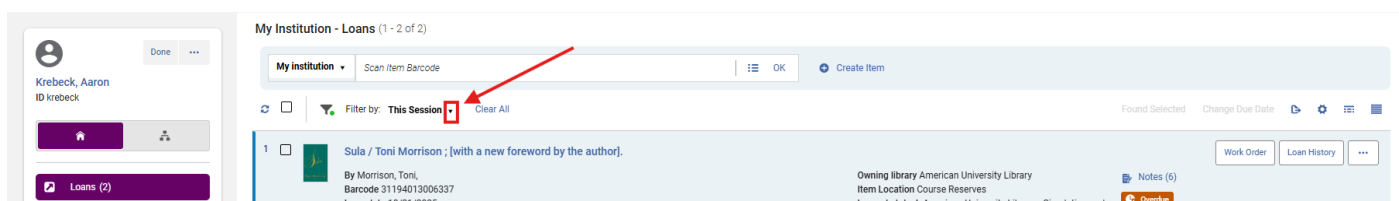


- Look up the patron's record using their ID, name, or barcode. Accessing the record through Manage Patron Services allows direct control of the patron's current and historical loans in one interface.

Manage Return Items

The 'Manage Return Items' form is shown. It has a search bar with 'My institution' and 'Scan Item Barcode' fields, an 'OK' button, and an 'Override return date and time' field with a date/time picker.

2: Display All Active Loans Confirm that the Loans tab is active on the Patron Services screen. In the Filter by field, change from <This Session> to <All> using the drop-down arrow. Selecting <All> ensures you view every active loan, including those checked out in prior sessions.



3. Renew Items Individually Click on the <Renew> button located within the item's Loan record. Alma applies fulfillment policies and may deny renewal if an item is requested by another patron or restricted by the library's rules.

My institution Scan Item Barcode OK Create Item

Found Selected Change Due Date Renew Selected Renew All

1 ☐ **Harry Potter and resistance / Beth Sutton-Ramspeck.**

By Sutton-Ramspeck, Beth,
Barcode 31194012943621
Loan date 10/22/2025
Due date 10/22/2025 09:15 AM EDT
Renewed

Owning library American University Library
Item Location Library Stacks
Loaned at desk American University Library - Circulation and Course Reserves
Call number PR6068.O93 Z8883 2023
Item policy Regular loan
Year 2023

Notes (2) **Renew** Work Order ...

4: Renew Selected Items Click the check boxes to the left of the items to be renewed. Click <Renew Selected>. This renews only the chosen loans.

My institution Scan Item Barcode OK Create Item

Found Selected Change Due Date **Renew Selected** Renew All

1 row selected Clear Selection

1 ☒ **Harry Potter and resistance / Beth Sutton-Ramspeck.**

By Sutton-Ramspeck, Beth,
Barcode 31194012943621
Loan date 10/22/2025
Due date 10/22/2025 09:15 AM EDT
Renewed

Owning library American University Library
Item Location Library Stacks
Loaned at desk American University Library - Circulation and Course Reserves
Call number PR6068.O93 Z8883 2023
Item policy Regular loan
Year 2023

Notes (2) Renew Work Order ...

2 ☐ **Sula / Toni Morrison ; [with a new foreword by the author].**

By Morrison, Toni,
Barcode 31194013006337
Loan date 10/21/2025
Due date 10/22/2025 09:15 AM EDT
Renewed

Owning library American University Library
Item Location Course Reserves
Loaned at desk American University Library - Circulation and Course Reserves
Call number PS3563.O8749 S8 2004
Item policy Course Reserves Loan
Year 2004

Notes (2) Renew Work Order ...

5: Renew All Items To renew all active items, either:

- Click <Renew All>, or

My institution Scan Item Barcode OK Create Item

Found Selected Change Due Date **Renew All**

1 ☐ **Harry Potter and resistance / Beth Sutton-Ramspeck.**

By Sutton-Ramspeck, Beth,
Barcode 31194012943621
Loan date 10/22/2025
Due date 10/22/2025 09:28 AM EDT
Renewed

Owning library American University Library
Item Location Library Stacks
Loaned at desk American University Library - Circulation and Course Reserves
Call number PR6068.O93 Z8883 2023
Item policy Regular loan
Year 2023

Notes (3) Renew Work Order ...

2 ☐ **Sula / Toni Morrison ; [with a new foreword by the author].**

By Morrison, Toni,
Barcode 31194013006337
Loan date 10/21/2025
Due date 10/22/2025 09:28 AM EDT
Renewed

Owning library American University Library
Item Location Course Reserves
Loaned at desk American University Library - Circulation and Course Reserves
Call number PS3563.O8749 S8 2004
Item policy Course Reserves Loan
Year 2004

Notes (3) Renew Work Order ...

- Select all items using the top check box and click <Renew Selected>. This action streamlines renewals for patrons with multiple eligible items, such as faculty or graduate students with long-term loans.

My institution | Scan Item Barcode | OK | Create Item

Sort by: Title | Filter by: All | Found Selected | Change Due Date | **Renew Selected** | Renew All | Settings | List

2 rows selected | Clear Selection

1	☒	 Harry Potter and resistance / Beth Sutton-Ramspeck. By Sutton-Ramspeck, Beth, Barcode 31194012943621 Loan date 10/22/2025 Due date 10/22/2025 09:28 AM EDT Renewed	Owing library American University Library Item Location Library Stacks Loaned at desk American University Library - Circulation and Course Reserves Call number PR6068.093 Z8883 2023 Item policy Regular loan Year 2023	Notes (3)	Renew Work Order ...
2	☒	 Sula / Toni Morrison ; [with a new foreword by the author]. By Morrison, Toni, Barcode 31194013006337 Loan date 10/21/2025 Due date 10/22/2025 09:28 AM EDT Renewed	Owing library American University Library Item Location Course Reserves Loaned at desk American University Library - Circulation and Course Reserves Call number PS3563.08749 S8 2004 Item policy Course Reserves Loan Year 2004	Notes (3)	Renew Work Order ...

5: Confirm Renewals and Exit Renewed items display updated due dates in the Loans list and a confirmatino pop-up note will also publish from the upper right-hand side of the screen

OK | Create Item

Found Selected | Change Due Date | Renew Selected | **Renew All** | Settings | List

Loan was successfully renewed

Owing library American University Library
Item Location Library Stacks

Notes (7)

Create Item

Found Selected | Change Due Date | Renew Selected

Action completed on 2 of the 2 selected items. [Click here for the list](#)

☐ Collapse by default

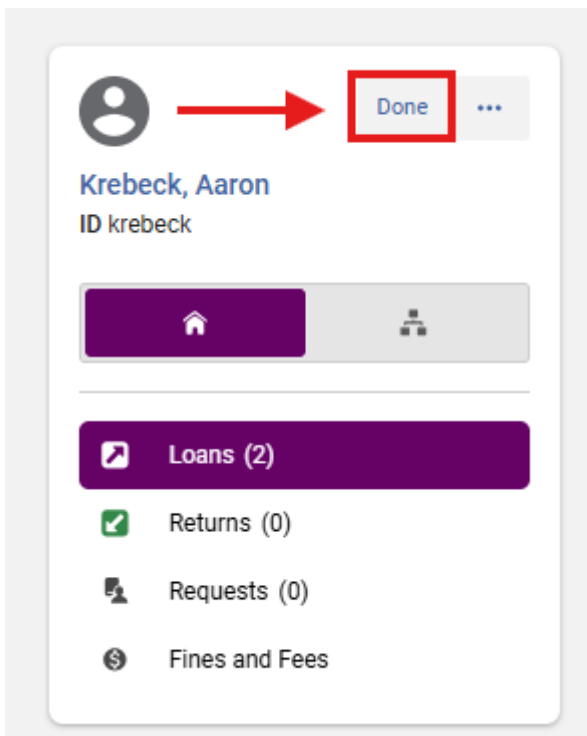
Owing library American University Library
Item Location Library Stacks
Loaned at desk American University Library - Circulation and Course Reserves
Call number PR6068.093 Z8883 2023
Item policy Regular loan
Year 2023

Notes (10)

Owing library American University Library
Item Location Course Reserves
Loaned at desk American University Library - Circulation and Course Reserves
Call number PS3563.08749 S8 2004
Item policy Course Reserves Loan
Year 2004

Notes (8)

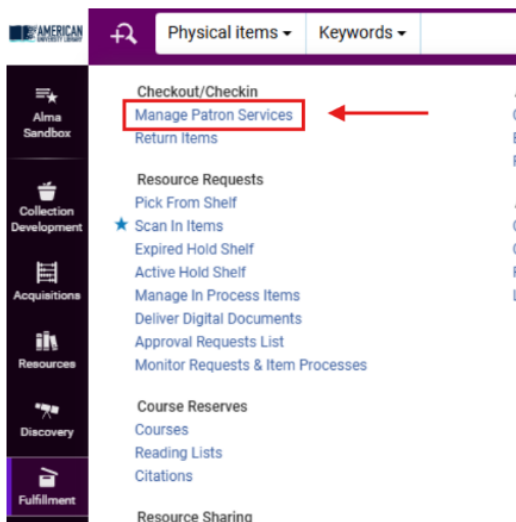
- When finished, continue to other tasks or click <Done> to close the patron session. Closing the session prevents staff from unintentionally editing or renewing another patron's items.



How to Renew an AFN Loan

Technically, within Alma, only the lending library can renew an item. While patrons have the ability to request a renewal from the My Library account, it may occasionally be helpful to renew an AFN item on behalf of a patron.

1: Access the Patron Record Navigate to Fulfillment > Checkout/Checkin> Manage Patron Services



- Look up the patron's record using their ID, name, or barcode. Accessing the record through Manage Patron Services allows direct control of the patron's current and historical loans in one interface.

Manage Return Items

My institution ▾

Scan Item Barcode

⋮ OK

Override return date and time

2: Display All Active Loans Confirm that the Loans tab is active on the Patron Services screen. In the Filter by field, change from <This Session> to <All> using the drop-down arrow. Selecting <All> ensures you view every active loan, including those checked out in prior sessions.

Done ⋮

ID ██████████

Home

Loans (10)

Requests (1)

Fines and Fees

Return to institution view for notes and user information

All Network - Loans (1 - 10 of 10)

Sort by: Due Date ▾ | Institution: All ▾

1

The journals of Benjamin Henry Latrobe, 1799-1820 : from Philadelphia to New Orleans / Edward C. Carter II, John C. Van Horne, and Lee W. Formwalt, editors, Samuel Wilson, Jr., consulting editor.

By Latrobe, Benjamin Henry,
Barcode 32883001184333
Loan date 10/02/2025
Due date 01/29/2026 23:00:00 EST
Normal

Institution Marymount University
Owning library Reinsch Library
Call number NA737.L34 A2 1980
Item policy Regular loan

2

Cherokee power : imperial and indigenous geopolitics in the trans-Appalachian west, 1670-1774 / Kristofer Ray.

By Ray, Kristofer,
Barcode 32777023581668
Loan date 10/01/2025
Due date 01/31/2026 10:00:00 EST
Normal

Institution George Mason University Libraries
Owning library Fenwick Library
Call number E99.C5 R28 2023
Item policy norm

3: Display NZ Loans After ensuring that All loans can be viewed, select the patron's NZ loan account view. If NZ loans exist, a green dot will appear next to the binocular icon

Done ⋮

ID ██████████

Home

Loans (10)

Requests (1)

Fines and Fees

Return to institution view for notes and user information

All Network - Loans (1 - 10 of 10)

Sort by: Due Date ▾ | Institution: All ▾

1

The journals of Benjamin Henry Latrobe, 1799-1820 : from Philadelphia to New Orleans / Edward C. Carter II, John C. Van Horne, and Lee W. Formwalt, editors, Samuel Wilson, Jr., consulting editor.

By Latrobe, Benjamin Henry,
Barcode 32883001184333
Loan date 10/02/2025
Due date 01/29/2026 23:00:00 EST
Normal

Institution Marymount University
Owning library Reinsch Library
Call number NA737.L34 A2 1980
Item policy Regular loan

2

Cherokee power : imperial and indigenous geopolitics in the trans-Appalachian west, 1670-1774 / Kristofer Ray.

By Ray, Kristofer,
Barcode 32777023581668
Loan date 10/01/2025
Due date 01/31/2026 10:00:00 EST
Normal

Institution George Mason University Libraries
Owning library Fenwick Library
Call number E99.C5 R28 2023
Item policy norm

4: Locate the Item to be Renewed Highlight the barcode of the item to be renewed and select the Copy option that appears; take note of the partnering lending institution

Done ⋮

Stockett, James
ID P000145793

Home

Loans (10)

All Network - Loans (1 - 10 of 10)

Sort by: Due Date ▾ | Institution: All ▾

1

The journals of Benjamin Henry Latrobe, 1799-1820 : from Philadelphia to New Orleans / Edward C. Carter II, John C. Van Horne, and Lee W. Formwalt, editors, Samuel Wilson, Jr., consulting editor.

By Latrobe, Benjamin Henry,
Barcode 32883001184333
Loan date 10/02/2025
Due date 01/29/2026 23:00:00 EST
Normal

Institution Marymount University
Owning library Reinsch Library
Call number NA737.L34 A2 1980
Item policy Regular loan

5: Select the Patron's Home Institution Once the desired NZ loan's barcode has been copied onto your clipboard, select the home institution Icon to return to the <My Institution> loan field

Done ⋮

ID ██████████

Home

Loans (10)

All Network - Loans (1 - 10 of 10)

Sort by: Due Date ▾ | Institution: All ▾

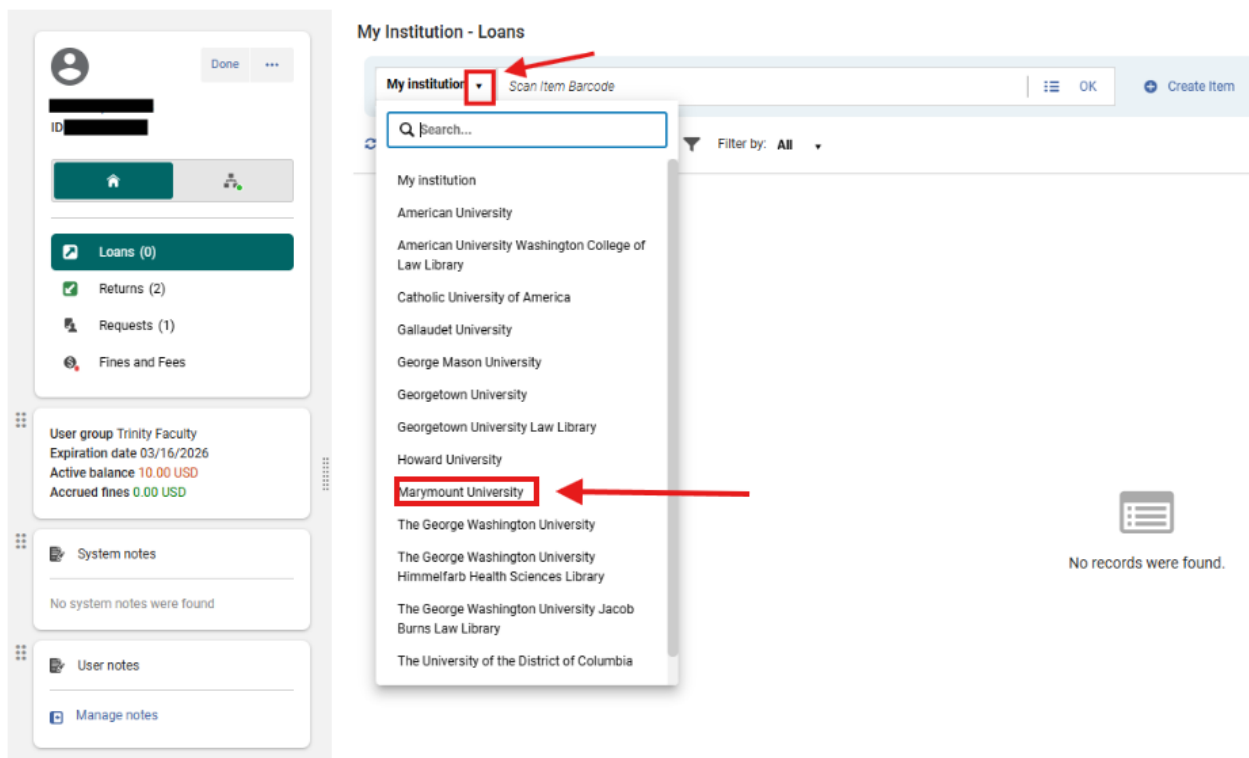
1

The journals of Benjamin Henry Latrobe, 1799-1820 : from Philadelphia to New Orleans / Edward C. Carter II, John C. Van Horne, and Lee W. Formwalt, editors, Samuel Wilson, Jr., consulting editor.

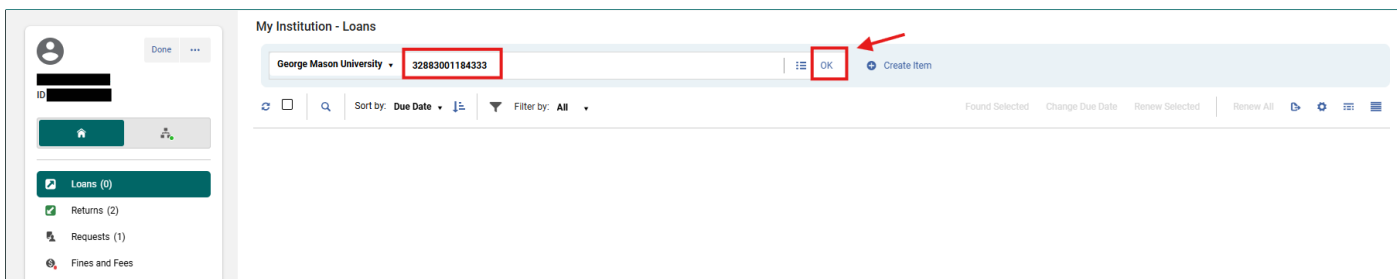
By Latrobe, Benjamin Henry,
Barcode 32883001184333
Loan date 10/02/2025
Due date 01/29/2026 23:00:00 EST
Normal

Institution Marymount University
Owning library Reinsch Library
Call number NA737.L34 A2 1980
Item policy Regular loan

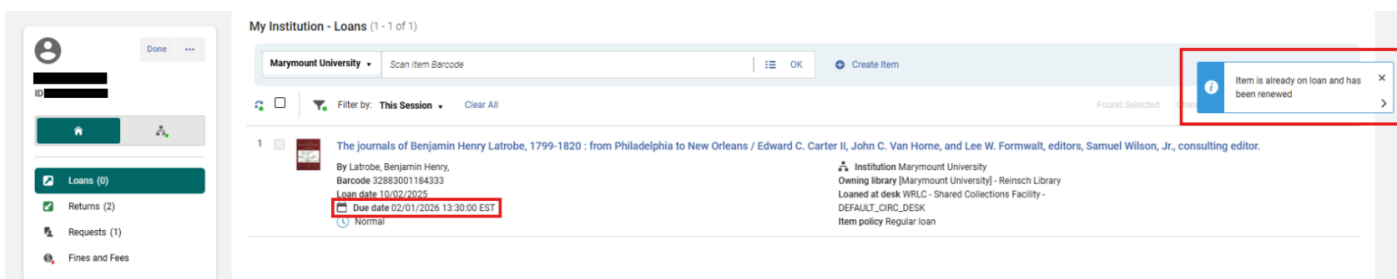
6: Select AFN Library Click on the My Institution drop-down menu to locate and select the item's home institution



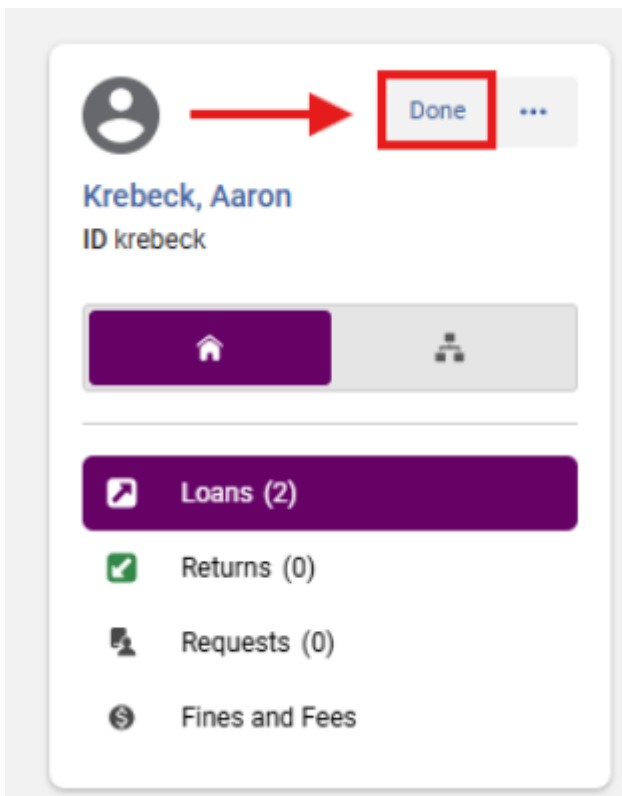
7: Enter the Barcode Paste the copied barcode number into the My Institution-Loans field and select <OK>



8: Confirm Renewals and Exit Renewed items display updated due dates in the Loans list and a confirmatino pop-up note will also publish from the upper right-hand side of the screen



- When finished, continue to other tasks or click <Done> to close the patron session. Closing the session prevents staff from unintentionally editing or renewing another patron's items.



Frequently Asked Questions

- *What if renewal fails for some items?*
 - Alma enforces fulfillment policies: items with holds, recalls, or maximum renewal limits cannot be renewed. Review the on-screen message for specific reasons.
- *Can staff override renewal blocks?*
 - Yes, if you have the <Circulation Desk Manager> role and local policy allows. Otherwise, renewals denied by loan rules must be handled by authorized staff.
- *Will Alma notify patrons of new due dates automatically?*
 - Alma sends updated loan notices through the configured Fulfillment notification job.
- *Can I renew items from the <Manage Patron Services> screen without viewing “All” loans?*
 - You can, but only items from the current session will appear. Selecting <All> ensures no active loans are overlooked.
- *Can patrons renew items themselves in Primo VE?*
 - Yes, provided no blocks exist and the library’s policies permit patron-initiated renewals.
- *What if an item has a fulfillment note?*
 - A pop-up message appears when you attempt to renew it. Follow the note’s instructions before proceeding.
- *Are renewal actions tracked in Analytics?*
 - Yes. Alma logs renewal counts by operator, date, and location for reporting under *Fulfillment > Loans > Renewal Events*.

