Renewing Your Library Books Online

A link to log in to your library account to renew your checked out items is included in all of the courtesy and overdue notices that the library system automatically emails to your @gobbc.edu email account(s). The instructions below describe how to renew your items online.

To get to the login screen:
- In a courtesy or overdue notice, click on Click here to log in to your account.
- From the BBC Library website, click on “Library Catalog” (in the blue band near the top of the screen. This will take you to the SWAN catalog. In the SWAN catalog, click on “My Library Account” (at the upper right in the blue band).

You will then see the following login page.

- **Your Name:** Enter your name as it appears on your BBC ID.
- **ID followed by your institution code:** Enter the “Library Patron Barcode” number on your BBC ID followed by “BBC.” Note that since the “Library Patron Barcode” number starts with “BBC,” what you will enter will both begin and end with “BBC.” It is not case-sensitive, so you can use upper or lower case letters. Note: Forgetting to put “BBC” at the end of the “Library Patron Barcode” number is the most common reason people cannot log in to their accounts. If you cannot log in, check to see if you have included “BBC” at the end of your barcode number.
- **Please enter or create your PIN:** The PIN is your password to access your account online. If this is the first time you have logged in to your account, decide what password
you want and enter it to begin the process of setting your PIN. If you have previously logged in to your account, enter the PIN you previously set. If you have forgotten your PIN, bring your ID card to the circulation desk and ask to have your PIN deleted so you can set a new one.

There are several parameters for PINs.

- PINs must be a combination of 4 to 30 letters and numbers.
- PINs must have at least one letter and at least one number.
- Pins are not case sensitive (i.e. there is no difference between “123ab” and “123AB”).
- PINs can contain only letters and numbers. Special characters (@, #, *, etc.) are not allowed.
- PINs cannot contain the same character consecutively repeated three or more times or a set of two to four characters repeated two or more times. Note that a PIN cannot contain these patterns, even as a part of the whole PIN. Because of this, the following PINs are invalid:
  - ABC999 – invalid because “9” is consecutively repeated three times;
  - 123123 – invalid because the pattern “123” is repeated;
  - 123ababcd – invalid because “ab” is repeated, even though it is part of a larger PIN.

After you have entered the requested information, click on the “Submit” button.

If you have not previously created a PIN, you will be directed to the following page. Enter your new PIN two more times and click on “Submit” to set it.
Once you are logged in to your account, you will be taken to the following page where there are various options in the menu on the left. In this example, the patron owes the library money, so unpaid fines and bills are displayed by default. If this patron had not owed any money, his items checked out would have been displayed by default. To see items checked out, click on the link on the left.

Click here to see items checked out.
The items checked out screen looks like this.

![Image of the checked out items screen]

Each of the items checked out will be shown, along with its barcode number, call number, the date it is due, the number of times it has already been renewed, and any holds on the item.

The image of the example screen above was made on 8/2/2012. Of the five items shown:
- Item one has already been renewed 1 time and is due on 8/23/2012.
- Item two is due on 8/3/2012 (tomorrow).
- Item three is due on 8/3/2012 (tomorrow) and also has one hold on it.
- Item four is due on 8/13/2012.
- Item five is due on 8/14/2012.

Items can only be renewed if they meet the following conditions:
- The item is one that can be renewed (reserve items cannot be renewed).
- It is no more than 3 days before the date due that is shown in the status column.
- The item has not already been renewed two times (items can be renewed two times and then must be returned to the library). Items that are overdue can be renewed as long as they meet the other conditions. Any overdue fines accrued before the overdue item was renewed will still be owed.
- There are no holds on the item (holds indicate that someone else needs the item, so it cannot be renewed and must be returned to the library).

In the example above, the first, fourth, and fifth items cannot be renewed because their due dates are more than 3 days away. The third item cannot be renewed because it has a hold on it. Therefore, the only item that can be renewed is the second item.
To renew items:

- Click on the box to the left of the item(s) you want to renew, and then click on “Renew Marked”; or,
- Click on “Renew All.” “Renew All” will only renew items that are eligible to be renewed.

You will then see the following screen. Click on “Yes” to renew the items listed.
After clicking “Yes,” you will be taken back to the items checked out screen where you can see that the item(s) have been renewed and the new due date(s).

The second item shows that it has been renewed and the due date is now 8/23/2012.

When you are done, click on “Log Out” (at the upper right in the blue band).

If you need any assistance, please contact the library at (417) 268-6075 or email us at library@gobbc.edu.

While it is usually easiest to renew your items online, you can also renew your items the following ways:

- Bring your “Patriot Card” ID card to the library circulation desk and ask us to renew your items. You do not need to bring the items; all we need is your ID.
- Call the library at (417) 268-6075 and ask us to renew your items for you.
- Send an email to library@gobbc.edu and ask to have your items renewed. Be sure to include your full name and your library patron barcode number in the email.

Note that the conditions for renewing items on page 4 of these instructions also apply to renewing items in person, by telephone and by email.