



City of Virginia Beach

VBgov.com

DEPARTMENT OF PUBLIC LIBRARIES
757-385-4321
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LIBRARY ADMINISTRATION
BUILDING 19, ROOM 210
MUNICIPAL CENTER
VIRGINIA BEACH, VA 23456-9115

Renewal Policy

Revised 11/2013

Renewals reflect the customer's efforts to act responsibly regarding his or her borrowing privileges. Customers may renew items in person, online, or over the phone. However, when renewing items online, customers must have an unblocked library card.

The Virginia Beach Public Library allows customers to have 5 renewals on items with the following exceptions:

- Materials cannot be renewed when the system is down.
- There is a hold for the item.
- The library card is blocked for address verification.
- The customer has an item that is 30 or more days overdue.
- The library card has actual fines that are \$10.00 or more **before** the item is renewed.

After the 5th renewal, an item must be returned for a 24 hour period to provide other customers with the opportunity to view or to check it out.

Telephone renewals require either the customer's library card number, the item number for each item the customer wishes to renew, or the customer's ability to verify information on the library record such as address, phone number, and email address.