We allow patrons to submit as many renewal requests as the lending library will allow. ILLiad will automatically process the first renewal, but any subsequent renewals must be done by staff.

1. Open up the Second Renewal queue.
   a. Sort by "Loan Title."
2. Open up the request at the top of the list.
3. Click the Imported Request tab.
   a. The "DueDate" value is the original due date we received from the lending library.
   b. The "RenewalRequest" value is the date of the most recently granted renewal.
   c. The "NewDueDate" value is the new due date that the lending library actually gave us.
   d. The "Due Date" in the "Item Information" field is the due date that the patron sees on their end.
4. Ensure the lending library has granted us a renewal before making any due date changes!
5. To manually update to a new due date, when necessary, change the "Due Date" to what is in the "NewDueDate" value.
6. Click Route, then send the request to "Recheck Allow Renewals."
   a. Click Yes to confirm if prompted, and close out of the request.
7. Requests sent to this queue will take a moment to automatically work their way through, but will disappear from the list once they do.