**CLAMS Libraries OverDrive Lending Policies and FAQ**

**Borrowing**

You can borrow up to 5 titles at a time. The lending period may vary from title to title. You will need an active library card to borrow titles from this library. Please visit the library's website or a local branch to learn more about its library card policy.

**How to change your lending periods**

1. [Sign in to your account.](http://clamsnet.lib.overdrive.com/2B4A0B12-9409-4E2B-97B9-1E29C2268A43/10/50/en/BANGAuthenticate.dll?Action=AuthCheck&URL=MyAccount.htm&ForceLoginFlag=0)
2. Click the **Settings** link.
3. Select your preferred lending period for each format.

**Returning & renewing**

Some titles can be returned before they expire. If you have not downloaded a title, you’ll be able to return it from your bookshelf. If you download a title, its **Return Title** button will disappear from your bookshelf, but you may be able to return it using [these steps](http://help.overdrive.com/customer/portal/articles/1481263). The option to renew a title will appear on your bookshelf within 3 days of the title’s expiration date. Learn more about how to renew titles [here](http://help.overdrive.com/customer/portal/articles/1481523).

**Holds**

You can place up to 10 titles on hold at a time. You’ll receive an email notification when a title you placed on hold becomes available. Once the email is sent, you’ll have 3 days (72 hours) to borrow the title before your hold is cancelled. Or, you can turn on [automatic borrowing](http://help.overdrive.com/customer/portal/articles/1626175) to make sure you never miss a hold.Please note that you can't place holds on periodicals.

**Suspending holds**

If you’re not ready for a hold to become available yet, you can temporarily suspend it by following [these steps](http://help.overdrive.com/customer/portal/articles/1626174). You can suspend each hold for a minimum of 7 days and a maximum of 90 days. Please note that you can’t suspend holds on [renewed titles](http://help.overdrive.com/customer/portal/articles/1481523) or [titles you’ve requested again](http://help.overdrive.com/customer/portal/articles/1964385).

**How to cancel a hold**

1. [Sign in to your account](http://clamsnet.lib.overdrive.com/2B4A0B12-9409-4E2B-97B9-1E29C2268A43/10/50/en/BANGAuthenticate.dll?Action=AuthCheck&URL=MyAccount.htm&ForceLoginFlag=0).
2. Click the **Holds** link.
3. Click the **Options** button.
4. Select the **Remove hold** option.

**How to change your holds email address**

1. [Sign in to your account](http://clamsnet.lib.overdrive.com/2B4A0B12-9409-4E2B-97B9-1E29C2268A43/10/50/en/BANGAuthenticate.dll?Action=AuthCheck&URL=MyAccount.htm&ForceLoginFlag=0).
2. Click the **Holds** link.
3. Click the **Options** button.
4. Select the **Edit email address** option.
5. Enter your new email address in both required fields.
6. Click **Update** to update your email address for the selected title.

**Have a new library card number?**

If you were issued a new library card number and need to transfer your checkouts and holds to your new account, please [contact support](https://frontline.overdrive.com/?Lib=CLAMS,%20Inc.). Please include your new library card number, old library card number, and current email address.