



## New Feature F.A.Q.

---

### AUTO RENEWAL / COURTESY NOTICES

---

#### *What is Auto Renewal?*

Auto Renewal is a feature which renews eligible items that are checked out to patrons in good standing, in an automated process, using Courtesy Notices. Two days before the item is due, the patron will receive an email notice to inform them that their item has been renewed, and will now be due at a later date. The new renewal date is based on the original checkout date. This feature has been received very positively by patrons and librarians alike in neighboring communities. It is considered a customer service improvement.

Example : a book that checks out for 21 days and is due on April 1, 2019 will be renewed to be due on April 22 (21 days after the original due date) if the following is true.

- The patron is not expired
- The patron owes less than \$10
- The item has not met the renewal limit of holds (some limits are set to 0, some are as high as 2)
- The item or title does not have more holds than available copies.

#### *What if the item has holds?*

The item must be eligible for renewal. The same loaning rules that would apply to a manual renewal would still apply. The patron's card cannot be expired or blocked, the item must have less holds than available copies and the number of renewals allowed by the lending library cannot be met or exceeded. If an item cannot be renewed, the notice will inform that it could not and the original due date will be shown.

#### *My library has things that don't renew-Museum passes and equipment. Will they renewed?*

No. If an item doesn't renew now, it is not going to be eligible to renew through auto renewal. The rules that are in place for the number of renewals allowed are still respected. Once the established limit is reached, the renewal will not be allowed.

#### *Can patrons just keep items forever?*

No. There is a limit to the number of times an item can be renewed. In our system the maximum number has been set at 2. Once the item has been renewed 2 times (using any method to renew) it will no longer be eligible.

#### *What if a patron has items from different libraries?*

If the items are checked out at libraries who participate in automatic renewal, any item that can be renewed will be renewed and a new due date will be assigned. The notice will include all items that are due 3 days from the date the notice is sent.

#### *Can a library choose not to participate?*

It is possible to opt out of the Auto Renewal of items checked out of your location. It is not feasible to exclude your items from auto renewal, when checked out at other libraries. Additionally, your patrons who check out at other libraries will be eligible for auto renewal.



## New Feature F.A.Q.

### *What do I need to do to participate?*

We will be turning the feature on for libraries who do not opt out. MHLS will manage the sending of the notices. There is nothing for the participating libraries to do.

### *How will this affect my statistics?*

Your renewals will go up. The renewal will be attributed to the checkout location each time the item renews. You will see an increase in this statistic. Renewals are counted in the Annual Report as checkouts. The checkouts report should not be affected. We will be tracking the increase in renewals.

### *My library counts on the money collected by fines. Will I lose all of that revenue?*

No. Human nature extends to patrons. People will still have late fees even when items have been renewed for them. Data from a library who has used auto renewal cited only a 50% decrease in revenue while improving the patron experience.

### *What if a patron doesn't have email?*

Their items will still be renewed, but there will be no way to let them know. This is a good opportunity to get patrons to provide an email. We can add a pop up to all of your patrons who currently do not have an email in their record.

### *What does a courtesy notice look like and is it customizable?*

A sample courtesy notice has been provided here. This template can be customized by the DA, but the notice must serve the needs of all participating libraries. MHLS will be sending out the notices using a single notice template, and cannot be customized for each library.

**SAMPLE NOTICE** 02/05/2019

Log into your library record to review the status of all of your checked out  
[www.starrlibrary.org](http://www.starrlibrary.org) [login to your library account](#)

Rosie M. Duck

The following items have been automatically renewed. Please see below for the new due date(s):

<b>AUTHOR:</b>	Goldenrod Taffy Documentary
<b>TITLE:</b>	VHS - Goldenrod
<b>CALL NUMBER:</b>	32380100049624
<b>BARCODE:</b>	CIRC
<b>CHECKED OUT FROM:</b>	02-04-19 03:57PM
<b>DATE CHECKED OUT:</b>	02-11-19 <b>RENEWED</b>
<b>DUE DATE:</b>	

Rosie M. Duck

These items could not be renewed and are due 02-06-19:

<b>AUTHOR:</b>	Tanguy, Yves
<b>TITLE:</b>	Extinction of Useless Lights
<b>CALL NUMBER:</b>	Surrealist 2
<b>BARCODE:</b>	32380100049665
<b>CHECKED OUT FROM:</b>	CIRC
<b>DATE CHECKED OUT:</b>	02-04-19 03:58PM
<b>DUE DATE:</b>	02-06-19