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**Staff Talking Points for Member Questions**

**About the New Borrowing Policy, Annual Fee Card and Damaged Items**

**When a New Member Gets His/Her Library Card or When a Member Asks About the New Borrowing Policy**

Tell them that

* Most members will be able to check out 100 physical items at a time.\*
* Most members will be able to reserve 50 physical items at a time.\*
* \*Digital materials and ONECard accounts have different lending limits.
* Materials will check out for 3 weeks at a time.
* Providing there is not a hold on the materials, members may renew materials for up to 6 months.
* Do not initially mention the automatic waive period. This should be reserved for discussions specifically about fines.

**When a Library Member Asks About the Cost of the Annual Fee Card**

Tell them

* Metro Library services are funded through Oklahoma County ad valorem property taxes, and based on the average home price in Oklahoma County, the average Oklahoma County household will pay about $70 for library services in 2017.
* Based on this analysis, the library has priced annual fee accounts at that same level of $70.
* Their account also allows each member of their immediate family within their household to use library services.
* Borrowing books and using library services can save hundreds if not thousands of dollars every year. The average price of buying two hardback and two paperback books from a retail store could cost at least $70.

**When a Library Member Has an Item That Has Been Damaged**

Explain that damaged materials are defined as items that are no longer usable due to readability, extensive damage to the cover or pages, any damage due to water or bodily fluids, infestations, or because it is missing a critical part.