

# AUTORENEWAL OF LIBRARY MATERIALS

## TALKING POINTS FOR STAFF

### INTRODUCTION

This document is intended to help frontline staff share information with our customers about the new autorenewals feature. Talking points are provided as follows:

1. A brief “Elevator Speech” staff can use to convey the benefits of autorenewals for our customers.
2. Frequently Asked Questions (FAQs) anticipating how we can address possible questions and concerns customers may have.

### “ELEVATOR SPEECH”

Many customers find themselves with overdue items simply because life gets busy. Metro is following the example of many other public libraries which have successfully implemented autorenewal services. Autorenewals extend checkouts without the customer needing to go online, call, or visit us. This convenient feature saves time, offers peace of mind, and helps prevent interruptions in library services.

### FREQUENTLY ASKED QUESTIONS (FAQS)

#### **How do autorenewals work?**

Three days before an item is due, we will attempt to renew it. If it renews, you will not receive a notification; your due date will simply extend another 3 weeks and no additional action is necessary on your part. If it cannot be renewed, you will be notified if you are set up for email and/or text notifications. Please return the item.

#### **What materials renew automatically?**

Nearly all physical items will renew automatically. Autorenewals do not apply to digital materials, interlibrary loans (ILLs), Experience Passes, or technology (e.g., Chromebooks or hotspots).

#### **How do I know if my item(s) renewed successfully?**

If you already receive email and/or text messages, you will be notified if your item could not be renewed. If you currently receive only paper notices, your materials will still go through the autorenewal process, but you will have to check with the library to confirm their due date.

To see if your items renewed, you can:

- Check MyAccount at metrolibrary.org
- Call us at (405) 231-8650
- Text us at (405) 546-2275
- Email us at [askalibrarian@metrolibrary.org](mailto:askalibrarian@metrolibrary.org)

To update your notification settings and contact information online go to metrolibrary.org and click My Account. Then select Opt-In and Notifications. You can also call or drop by the desk the next time you visit.

### **Do I need to sign up for autorenewals?**

No, all library customers are automatically enrolled in this service.

### **Is it possible to opt out of autorenewals?**

While there is no opt out feature, you can simply return the items any time before their due date.

### **Can I still get my materials renewed when I visit or call the library?**

Autorenewals make this unnecessary. If there are extenuating circumstances you would like to discuss with staff, you are welcome to visit or contact us. Please understand we avoid granting multiple renewals up front to ensure equitable opportunities for others to reserve and check out the material.

### **Will autorenewal shorten how long I get to keep my items?**

Not at all. Even though we attempt to renew materials for you 3 days prior to the due date, eligible items will renew three weeks from the original due date.

### **Does this mean I am going to have to wait longer for popular items/bestsellers?**

Autorenewals will not slow down availability of popular titles. Since these already have people waiting for them, they will not automatically renew and will retain their original due date. We encourage you to read these first. If you cannot find what you are looking for on our shelves, check our catalog or ask a staff member for assistance.

### **Why didn't my items renew automatically?**

The most common reason is someone else is waiting for the item. You may also have reached the maximum allowable renewals. Some materials are ineligible for autorenewal. These include items from our digital collections (like Libby and Hoopla), Experience Passes, interlibrary loans,

and technology (like Chromebooks and hotspots). Alternatively, something may be temporarily blocking your account. The most common causes for this are lost items, unpaid damaged items, or a request for address verification.

**If items renew automatically, how can the library stop others from just keeping materials for as long as they want?**

Items will not automatically renew if anyone else is waiting for the material. Per the Library Borrowing Policy, the maximum allowable renewals are set at 8. The Library system actively monitors how autorenewals affect collection accessibility. The renewal limits we have set in place allow us to implement measures to ensure fair access for all.