

Action Item 2: Renew From Due Date

Proposed Change to Policy:

Proposal submitted by Terran McCanna, PINES Program Manager.

Currently, when an item is renewed it chooses a new due date based on the renewal date instead of the original due date

A new setting will be available after the next upgrade (Spring 2023) that would set the new due date based on the original due date instead. It would also allow us to set the 'early renewal' threshold to prevent the patrons from renewing and extending their due date right after they check an item out.

I propose that we enable this setting (at upgrade time) with the early renewal threshold to 3 days to match the timing of the reminder message. This would allow the patron to renew the item as soon as they see the reminder message without cutting their first circulation period short. If their renewal fails at that point, they will still have the remaining time to return the item.

Example: Jane's item is due on the 10th. She receives a reminder on the 7th and renews the item right away. The new due date is the 24th. (Under existing rules, her new due date would be the 21st.)

Survey Results (Overall Responses)

The following summary is based on survey results from 54 PINES Subcommittee members and Directors representing 34 library systems. One question was asked.

1. Do you think we should implement this new due date setting once it becomes available?

	Responses	%
Yes	47	87%
No	3	6%
Not Sure	4	7%

Survey Results (Broken Down by Role)

1. Do you think we should implement this new due date setting once it becomes available?

Responses by Circulation Subcommittee Members Only:

	Responses	%
Yes	13	93%
No	1	7%
Not Sure	0	0%

Responses from Other Subcommittee Members:

	Responses	%
Yes	14	88%
No	1	6%
Not Sure	1	6%

Responses from Directors who are not subcommittee members:

	Responses	%
Yes	20	83%
No	1	4%
Not Sure	3	13%

Comments In Favor

- Baldwin (Twin Lakes) County library locations have patrons telling some us about their hesitations to renew their items when they receive the reminders because they don't want to give up those precious days to be with their items and then sometimes forget to renew their items until they receive the automated overdue notice because they didn't renew when they received the reminder -- because they didn't want to lose a few days with the item.
- Definitely a good idea for folks that will be out of the area during the due date and wish to renew before they leave.
- Great idea. Rewards patrons who think ahead to renew early. No need for them to lose any days just because they try to stay ahead.

- Having the new due date based on the original due date is more intuitive and easy for patrons to understand.
- I believe in the long run this setting would be a time saver for staff and patrons. Often times when patrons call to renew their items early and we inform them they will lose time, they choose to call back or wait until later. Often times they forget to do this and assume that staff took care of the renewal and "forget" what we told them about the renewal.
- I think it will benefit our patrons.
- Love this!! My staff are thrilled with this option.
- MUCH NEEDED!!! This is a great change.
- Please ensure the "no earlier than 3 days before due date" limitation.
- This has been a request from patrons for a long time.
- This is a great idea!
- This will encourage patrons to renew when the pre-minder comes along instead of penalizing them by three days! Our patrons will see this as a "fix".
- Would recommend 7 days instead of 3
- Would recommend 7 days vs 3

Comments Opposed

- I'm concerned that this seems to have an unfair bias toward patrons with internet access/email. It also seems to me that it will end up causing more confusion to both patrons and staff. We've been told all along that the pre-minders aren't guaranteed. If the pre-minder ends up in someone's trash folder, it seems to me we will end up having date extension discussions with patrons in addition to fines discussions.

Comments Unsure

- I believe this is a change that is likely to have unintended consequences that we will not understand until it is tested. Maybe role this out as a pilot so the whole of PINES will better understand what the effects are if any.
- I'm not sure that this would be easily understood by staff and patrons.
- Staff are concerned for the patrons who like to renew their items when checking out new items so that all material has the same due date. There also might be valid reasons to renew an item prior to the 3 day notice such as a trip and wanting to take care of the renewal before you forget. While we encourage people to use the app, some older patrons prefer to complete their renewals in person.