

## Action Item 5: Autorenewal

### Proposed Change to Policy:

A new feature has been added to Evergreen that allows automatic renewals of circulations on the day they are due. If this feature is implemented, it will only auto-renew up to a designated number of times. It will respect current renewal rules (ie, no renewals if patron account is in poor standing, no renewals if the item is needed for a hold, no renewals if all renewals have already been used).

This feature will send an automatic email to the patron indicating whether or not the item could be renewed (with the new due date) or whether it could not be renewed (with the reason).

Full specifications are available here:

<https://yeti.esilibrary.com/dev/public/techspecs/auto-renewal.pdf>

### Survey Results:

The following summary is based on survey results from 41 PINES Subcommittee members and Directors representing 28 library systems. One question was asked:

#### Should PINES implement the Autorenew feature?

##### Summary of All Responses:

	Responses	Percentage
Yes	28	68%
No	11	27%
Not Sure	2	5%

##### Responses by Circulation Subcommittee Members Only:

	Responses	Percentage
Yes	4	44%
No	5	56%
Not Sure	0	0%

## Responses from Other Subcommittee Members and Directors:

	Responses	Percentage
Yes	24	75%
No	6	19%
Not Sure	2	6%

## Comments

### Comments For:

- Communication will be key in order for this to work. If there is a problem with emails, PINES would need to be aware of any issues so that the front lines could address when patrons come in with complaints.
- I think this is a great idea! I work here and I can't remember to renew my books on time!
- This is probably one of the best features we could offer for our busy patrons. Renewals are one of the main frustrations of our patrons. I believe this would be a valued feature for patrons and would highly recommend adopting this autorenewal feature.
- We would still get circulation count as if it were regular renewal - yes?

### Comments Against:

- After talking with multiple staff members comments ranged from: We need the fine money from forgetful patrons. If patrons can't remember to renew now with the pre-reminder and the multiple easy ways to renew why should it be automatic? Some staff were concerned that even with an email stating items were auto-renewed the patron would forget about the new date if they checked the email at all. Overall everyone was in agreement that the system works as it is and patrons (and staff) need to have some responsibility for keeping up with their due dates and returning or renewing items.
- As great as this feature sounds, I think we already offer lots of "helps" that allow patrons to remain in good standing. Patrons should have some responsibility for managing their account.
- I have seen this in practice in another library. Customer satisfaction and revenues plummeted. Budgeting was made much more difficult.
- My heart says yes but my wallet says no. :) My library system is most likely already taking in less fine money since we elected to reduce the fines collected for DVDs.
- Patrons should have sole responsibility to renew their own items. Not everybody has internet for notification. Too confusing.
- We depend upon fines for part of our financial support.

### Other Comments:

- How will this fit into the "can" vs "must" matrix of PINES policy? This is very patron-friendly but has significant funding implications.

- While a great convenience, the patron will still need to act if an item(s) doesn't renew; if the patron assumes that everything will renew, s/he may not check the email to be sure of it, and won't act if an item or two doesn't renew.