

# **PATRON POINT AUTO-RENEW INFORMATION SESSION**

# GENERAL INFO

Patron Point's Auto-Renewal service is a tool that uses Patron Point's contracted third party authentication service to verify that patrons still live in your service area. If they do, and meet other criteria, then they are automatically renewed without the need for staff to intervene!



For patrons who meet certain criteria (are adults, in good standing, and can be verified as living at the address on file) – their card will automatically be renewed with no staff intervention or action required.



Patrons who do not meet criteria will receive email notifications that their card has expired, and they must contact their library for information on how to renew (as each library has a nuanced policy and procedure on card renewals).

# PATRON POINT AUTO-RENEW TIMELINE

TIMEFRAME	AUTOMATED ACTION	STAFF REQUIREMENTS
30 Days Before Card Expiration	Sierra flags accounts that are set to expire in 30 days with a popup that must be cleared before anything can be done in the patron record.	Nothing - But if you see someone come in with this popup, do your normal renewal process
7 Days Before Card Expiration	Patrons receive an automated email from Patron Point notifying them that their card will expire in 7 days.	Nothing - But if someone visits in response to the email, do your normal renewal process
At Expiration	Adult patrons in good standing are sent to Patron Point's verification service. If their identity and info is confirmed, PP will renew them and they will get an email. Otherwise, they will get the next emails.	Nothing - patrons are only notified of successful renewals at this point in the process.
7 Days After Card Expiration	Patrons who can't be verified, are minors, or aren't in good standing are sent an automated email notifying them that their card expired 7 days previously and to contact the library for further instruction.	Nothing - But if someone visits in response to the email, do your normal renewal process
30 Days After Card Expiration	Patrons who can't be verified, are minors, or aren't in good standing are sent an automated email notifying them that their card expired 30 days previously and to contact the library for further instruction.	Nothing - But if someone visits in response to the email, do your normal renewal process

# PRICE COMPARISON

## Maximum Scenario

Pay Rate	Renewal Inquiry Call	Time To Renew	Cost per card	PP Cost per card
\$ 10.10	5 minutes	2 minutes	\$ 1.21	\$ 0.30
\$ 15.00	5 minutes	2 minutes	\$ 1.80	\$ 0.30
\$ 17.00	5 minutes	2 minutes	\$ 2.04	\$ 0.30
\$ 20.00	5 minutes	2 minutes	\$ 2.40	\$ 0.30
\$ 22.00	5 minutes	2 minutes	\$ 2.64	\$ 0.30
\$ 25.00	5 minutes	2 minutes	\$ 3.00	\$ 0.30
	approx 7 minutes per card			

## Minimum Scenario

Pay Rate	Time To Renew	Cost per card	PP Cost per card
\$ 10.10	3 minutes	\$ 0.51	\$ 0.30
\$ 15.00	3 minutes	\$ 0.75	\$ 0.30
\$ 17.00	3 minutes	\$ 0.85	\$ 0.30
\$ 20.00	3 minutes	\$ 1.00	\$ 0.30
\$ 22.00	3 minutes	\$ 1.10	\$ 0.30
\$ 25.00	3 minutes	\$ 1.25	\$ 0.30

# FAQ

## How does this help us?

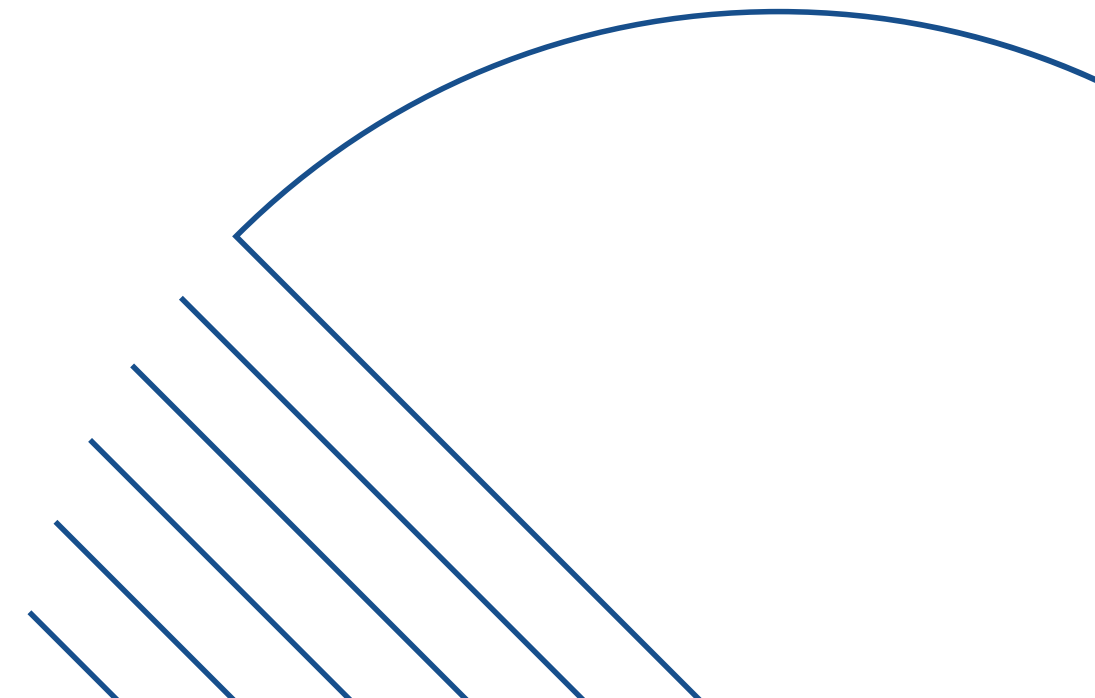
Cards automatically renewing takes that work off of your plate. The renewal process also outlines to patrons what is going on, which is a source of patron frustration. And at 30 cents per renewal, even the price is convenient.

## How does this help patrons?

It's convenient. It goes a long way in building relationships with patrons. Their service isn't interrupted - and if it is, they get an explanation and instructions.

## Does this Help Lakeland?

Lakeland can get upwards of a dozen card renewal questions per day, mostly from Libby users. Auto-renew would ease the time burden this places on Lakeland staff, and the frustration it can create in the patrons as they are told to contact their home library for renewal.



# FAQ

## **What about patrons that don't use their card?**

They'll get a renewed card as long as they still live in your service area and can be verified by the system. It's great for statistics!

## **Does this add work to our staff?**

No. At most, it creates more prompts for patrons to visit or ask questions, but it does not create any extra work – those patrons would be visiting or calling anyway to renew their cards.

## **How long does the process take?**

5–15 minutes after the moment of expiration, just like the application process. It is automatically triggered by expiration without the patron or library staff having to intervene.

