

Auto-Renewals Report

Auto-renewals is a custom report that automatically attempts the renewal of materials checked out at your library two days before they are due. **Auto-renewals will be released as an opt-out report, in other words if you choose to have your library not participate, you need to notify SWAN of your decision. You can opt-out by opening a ticket at help@swanlibraries.net by April 24th.**

Report Details

This report when run checks to see if the item is eligible for renewal based upon two factors:

- the renewal limits set by the circulating/charging library
- whether there are any holds on the item/title.

If renewal limits have been met or there are any holds on the item -- the renewal is declined. **If you have chosen to opt-out of auto-renewals, those items checked out by your patrons at other participating libraries may be renewed if they meet the above stated criteria.**

Patron notification

Patrons with a valid email address in their patron record will receive via email a notice listing any items that were declined renewals and following that list of items, a list of items that were renewed with the new due date. The new due date will be calculated based upon the current due date and not the date the item was renewed. In addition to the auto-renewals notice, patrons will also subsequently receive the usual courtesy notice listing any item they have due at the library in two days. If there is no email address in the patron record, patrons can view their checked out items and their due dates using the “My Account” feature in Enterprise.

The all-important when and what I can do to prepare

SWAN anticipates rolling out Auto-renewals as soon as Symphony has been upgraded to 3.5.2 . This is tentatively scheduled for the first week of May. This gives everyone about a month to prepare. What can your library do in anticipation? If you are participating, ask your patrons if their current email address is in their patron record. SWAN can, upon request, create a note in the patron record to alert staff if the patron does not have an email address in their record. To request this patron note, open a ticket at help@swanlibraries.net To assist you with promoting this new report, SWAN has a limited supply of sticky labels that can be placed on items as they are circulated promoting the program. SWAN will also be creating a template for a customizable bookmark announcing the program that libraries can personalize and distribute to their patrons.

Example of sticky label:



To request sticky labels:

Email Susan Ricker at susan@swanlibraries.net with your mailing address and we'll send you a few stacks while supplies last

If you should have any questions, please contact SWAN Member Services at help@swanlibraries.net or 844-SWAN-LIB.