

For Member Library Staff: **Changes to Lending and Hold Limits for Libby**



To ensure our shared ebook and audiobook collection is customer-friendly for our patrons and sustainable in the long run, we periodically review various aspects of the service and make modifications to our lending rules and policies.

Quick statistics about the electronic collection:

- In 2024, we circulated 3.8 million ebooks and audiobooks, and we anticipate surpassing 4 million in 2025.
- While physical checkouts declined from 2024 to 2025, electronic checkouts continued to grow.
- The average wait time remained relatively constant, with about a 14-day average wait, which is one of the lowest in the country.

Updated Lending and Hold Limits for Libby:

Effective January 1st, 2026, Livebrary will reduce the Libby checkout and hold limits. **The limits will decrease from 7 checkouts to 6 and from 5 holds to 4.** By reducing the number of active checkouts and holds, we aim to decrease wait times.

We will increase the number of patron requests required to purchase a title. Patrons make requests via the “Notify Me” tag. If a patron approaches you with a title request that you believe will benefit the collection, please open a ticket with the Helpdesk.

Staff Tools:

Marketing Materials:

<https://portal.suffolklibrarysystem.org/marketing-and-advocacy>

Statistics:

<https://portal.suffolklibrarysystem.org/livebrary-reports>

Collection Policy:

<https://portal.suffolklibrarysystem.org/digital-services/livebrary/digital-content-policies>

Help Your Patrons Understand Libby Etiquette:

- **Read or listen to the samples** - This encourages patrons to preview titles prior to checking them out. It is important because many popular titles are sold under a metered access license, and once checked out, the license is used.
- **Finished early? Return early!** - This shortens hold times for the next patron waiting. Discuss with patrons about limiting borrowing to what they will actually use and remove holds they no longer want.
- **Consider shorter checkout periods** - Patrons can choose a loan period of 7, 14, or 21 days. Urge patrons to consider the length of time it will take them to finish a title.
- **Your librarian is here to help!** - Remind patrons that you can provide them with alternative reading suggestions or formats while waiting for holds.
- **Become a library advocate!** - Let patrons know how valuable advocacy can be. When patrons share the importance of this service with community leaders and legislative officials, it serves as a reminder of the significance of libraries and the need for their support.

Library staff are always welcome to open a ticket in the Helpdesk.

Please remember the Helpdesk is a staff tool and should not be used by patrons.