

## **CIR-3**

### **RESERVES/HOLDS**

#### **POLICY STATEMENT**

The library allows customers to reserve or place “holds” on items that are in the library’s circulating collection or on order.

#### **DEFINITION:**

Items on “hold” are reserved for the patron who placed the request.

#### **REGULATIONS:**

Requests for holds are taken in the order they are received.

A library card is required to reserve library materials through the catalog. Customers may place holds using the library’s online catalog, in person, via chat/text, email, or by phone. Customers placing a hold through the library’s online catalog will also need a password. (See policy CIR-1 LIBRARY CARDS AND CUSTOMER ACCOUNTS)

Holds may be placed on all circulating items with the exception of Sizzlers, and items that are in lost or missing statuses.

Customers will be notified when holds become available for check out by email, text message, or by postal mail.

A requested item is held at the circulation desk for seven days from the date it becomes available. If an item is not picked up during this time period, the hold expires and the item is returned to the shelf or becomes available for the next customer if there are other requests.

Customers should bring the library card the hold was placed on when they pick up available requests.

Up to 15 items may be placed on hold at one time per library card.

Holds requests are automatically canceled if not filled within 6 months of the date the hold is placed. If requested items are not available after that time, circulation staff will add a note to the customer’s account that the item is not available.