

HOLDS REQUESTS

Elizabeth Public Library

If an item a patron requests is not available, either because it is checked out to another patron, on order, or is located at another branch, the patron may place a 'Hold' on the item. Holds are permitted on all books, both 14-day and 28-day. Holds may also be placed on CD audiobooks and music CDs. Holds cannot be placed on magazines, on DVDs, and on Reference material.

In order to place a Hold on Elizabeth Public Library materials, a patron must possess a card in good standing (no fines or overdues exceeding \$4.99). Holds can be staff-assisted at the Reference Desk at Main, or at the service desks at the branches. Holds can also be placed by patrons visiting our www.elizpl.org website from home, from work or from a smartphone. When using a smartphone, patrons will want to obtain our free app from one of the app stores.

When a Hold becomes available at a patron's pickup location, the patron is notified telephone. Patrons will have three (3) days – excluding the day of the call – to check out the material. If the message about a Hold is placed on Monday, the material must be picked up by Thursday. Rare exceptions will be made, at the discretion of Library staff.

Holds that have not been picked up within three (3) days will be returned to the shelf or offered to the next person on the Holds list, whichever is appropriate. A patron will have to place another Hold if the material is still wanted.

While there is no limit on the number of Holds which a patron can submit, it is wise to remember that sometimes five or six Hold requests may become available at the same time. Cardholders are advised that they can have their Hold requests suspended while on vacation or out of town for significant time.

Approved by Library Board of Trustees. 18 February 2014.