



## Policy 3.4 Hold Requests and Held Materials

Adopted by Library Board of Trustees: 6/26/2008  
Revised: 11/19/2009; 9/22/2011; 02/26/2015

### **3.4. Hold Requests and Held Materials**

The hold request system supports wide access to the entire NOLS collection by all NOLS patrons. Patrons are encouraged to place hold requests for NOLS materials.

#### **3.4.1. Placing of Hold Requests.**

With the exception of materials designated in the library catalog as “not holdable” (e.g. reference materials, and certain special materials, such as pamphlets, maps, sheet music, etc.), a hold request may be placed on any item in the NOLS catalog.

Patrons may place hold requests themselves, using the public catalog, either in the library or via the Internet. There is no limit on the number of hold requests which a patron may place, or have active at any one time.

Patrons may also ask staff to place holds on their behalf. Because placing holds for patrons puts extra burdens on staff time, the library reserves the right to limit the number of “staff assisted” hold requests when work demands are especially high.

There is no charge for placing a hold request.

#### **3.4.2. Pick-up of Held Items.**

Patrons will be notified when a held item is awaiting pick-up. Patrons may choose whether to receive hold notifications by e-mail or automated phone or text message. Patrons are encouraged to keep their notification contact information up to date.

Holds will be held for pick up for seven (7) days from the date notification is sent.

Held items not picked up by the patron within 7 days will be returned to circulation.