



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

04/29/2025

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, etc.), a hold request may be placed on any item in the NOLS catalog.

Patrons may place hold requests themselves by 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 on NOLS materials.

There is no charge for placing a hold request.

Parameters for Interlibrary Loan holds are set in Policy 3.3.3.

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 automated email, phone, or text message. Patrons are encouraged to keep their notification contact information up to date.

Holds at library branches will be held for pick up for seven (7) library open days from the date the notification is sent. Items held at library branches that are not picked up by the patron within 7 library open days will be returned to circulation.

Items selected to be held on the Bookmobile or through the Outreach Delivery Service will held according to the programs service model approved by the Executive Director or Public Services Director.