

# Oil Region Library Association

## **HOLDS POLICY**

### **Purpose:**

To provide access to library materials patrons may place a hold on materials that are not immediately available for use but are owned by a library within the Oil Region Library Association (ORLA).

### **Guidelines:**

- Patrons with a valid ORLA library card may reserve most library materials.
- Patrons with an account balance of \$10.00 or more may not reserve materials.
- Holds may be placed by patrons in person, over the phone, or through the Online Public Access Catalog (OPAC).
- Patrons will be notified by the preferred method selected in their account. Patrons may update these settings at any time.
- The library will notify patrons of available hold once. Relay of the message to the appropriate person in the household is the responsibility of the patron.
- Most holds will remain behind the circulation for a maximum of three days after notification. Unclaimed items will be held for the next patron on the waiting list or will become part of the circulating collection.
- Patrons may designate another person to pick up material "on hold" provided the material is checked out to the requesting patron.