

WAUKESHA PUBLIC LIBRARY

POLICY: **PLACING MATERIALS ON HOLD**

Approved by Library Board: ~~7/14/16~~ 10/11/18

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Certain types of circulating library materials are eligible to be placed on hold by any customer who has a library card. These materials include items that are in the online catalog and items that are on order. Holds may **not** be placed on wheelchairs, calculators, rental items, laptops, bicycle locks, pamphlets, **and zoo passes**. The library does not allow date specific holds.

Customers may place their own holds using the catalog, either at the library or online. Alternatively, they may request, either in person or over the telephone, that library staff place holds for them. No more than ~~40~~ 50 holds may be attached to a customer's library account at any given time.

A customer who puts a hold on an item will receive notification as soon as a copy is available. Notification will be made by the most cost effective method possible. That item must then be claimed on or before the date designated on the notice, and may only be checked out on the card on which the hold was placed. If an item is not claimed, it will be offered to the next person on the hold list or, if no one else is waiting, returned to the circulating collection.