

CIR-3: Holds Policy

Adopted: 10/17/2013; Last Revised: 9/16/2021

Policy Statement

In order to provide access to library materials at all locations, patrons may place a hold on most materials that are not immediately available for use but are owned by the Orion Township Public Library (OTPL).

Regulations

1. Patrons with a valid library card in the library automation system may reserve most library materials.
2. Patrons may have up to 20 active holds at one time on their account. See the *Loan, Renewal and Hold Schedule* for limits by item type.
3. Holds may be placed in person, by telephone or online.
4. Patrons will be notified by email, telephone, SMS (text message), or United States Postal Service.
5. The library will only notify patrons of available holds once. Relay of the message to the appropriate person in the household is the responsibility of the patron.
6. Holds placed will be held for five days after notification, with the exception of Chromebooks, iPads and Wi-Fi Hot Spots, which will be held for three days.
7. If not claimed, the item will be held for the next person on the waiting list or will be returned to the circulating collection.
8. Patrons listed as authorized users, parents or legal guardians may pick up or cancel held material for another patron. Authorized users are individuals who have signed a "Privacy Waiver for Hold Pickup" form, which the library has on file.
9. In compliance with state law¹ only authorized users, parents or legal guardians will be provided detailed information on any library account.
10. A patron who lives in the library service area who wishes to challenge a library policy or any portion of a library policy should follow procedures as outlined in MGT-15: Appeals Process Policy.

¹ MCL 397.603 *et seq.* Library Privacy Act.