



## **LS 107 Requests (Holds)**

Section: 100-Materials

Effective: June 2021

### Purpose

The library provides a Requests (Holds) service to facilitate customer access to materials that are currently checked out, at another branch, or on order.

### Policy

Requesting library materials is a free service provided to all registered HCPLC borrowers with active accounts. A maximum of 35 Requests (Holds) are allowed at one time.

Requests (Holds) may be placed on most circulating items. They may not be placed on reference material, mobile library materials, select realia items, or periodicals.

Hillsborough County Public Library Cooperative (HCPLC) member libraries in Plant City and Temple Terrace reserve the right to exempt certain materials from system-wide Requests (Holds) placement.

Notifications are sent to customers by telephone, text, or e-mail when requested items are available for pickup.

Requests (Holds) expire one year after they are placed. The expiration date may be modified. Requests (Holds) may be suspended any length of time as determined by the customer.

### Procedure

The Pending Holds List is printed, searched, and reconciled daily at each library location to facilitate the filling of customer Requests (Holds). The Unclaimed Holds List is also run daily at each library location so that customer Requests (Holds) not picked up by the requestor can be pulled and made available for circulation by others.

The pickup due date is determined when the item is checked in at the pickup location. The pickup period is five days, including weekends, but excluding any days that libraries are

closed. Requests (Holds) can be transferred to and picked up at any THPL library, Cooperative member libraries in Plant City and Temple Terrace, and at the Sun City Center Library. A Request (Hold) is filled only when it is checked out at the proper pickup location. Anyone picking up a hold for someone other than the requestor shall be required to present the library card of the customer for which the item is being held in accordance with LS102, Customer Record Privacy and with Florida Statutes, Chapter 257.261.

Books by Mail holds are sent to John F. Germany Library for processing. Staff checks out the requested items to the customer then forwards to the Technical Services Center for mailing to the customer's home. Mobile library holds are sent to the John F. Germany Library for processing. Mobile Services staff loads the requested items on the buses on the scheduled day of the customers' stop for pick-up by the customer, extending the hold period as needed. Customers may return these items to any Branch or mobile library vehicle.