

Hold Policy

Policy Statement

In order to provide access to library materials at all locations, customers may place a hold on materials that are not immediately available for use but are owned by the Montclair Public Library and other libraries whose items are available in the shared BCCLS Catalog.

Regulations

1. Montclair Public Library resident cardholders receive priority on items that MPL owns.
 2. Cardholders of BCCLS member libraries may reserve most library materials.
 3. MPL resident and BCCLS cardholders may place holds in person, by telephone, or online.
 4. MPL courtesy card holders must have holds placed on items by a staff member; They may only request items owned by MPL.
 5. Customers with an account balance of \$25 or more may not reserve materials.
 6. The Library does not guarantee the availability of items or delivery of items by a specific date.
 7. Customers will be notified of the availability of the requested items by the preferred method selected in their account.
 8. Items requested through Interlibrary Loan and governed by *Interlibrary Loan* policy (INF-6) will be notified by telephone when the item becomes available.
 9. Holds placed through the library automation system will be held for four (4) days after notification, per BCCLS policies and procedures.
 10. If not claimed, the item will be held for the next person on the waiting list, be returned to the library collection, or returned to the lending library.
 11. Only the library card holder (or authorized users as listed on the account) may pick up or cancel held material for another customer.
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Approved: May 21, 2019
Montclair Public Library Board of Trustees