

Knox Public Library

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 the Knox Public Library.

Guidelines:

- Patrons with a valid Knox Public Library card may reserve most library materials.
- Patrons with an account balance of \$5.00 or more may not reserve materials.
- Hold may be placed by patrons in person, over the phone, through e-mail, 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 desk for a maximum of one week after notification. Unclaimed items will be held for the next patron on the waiting list or will become part of the circulation collection.
- Patrons may designate another person to pick up material “on hold” provided the material is checked out to the requested patron.

Approved: 02/2022