

Policy Title: Holds for Library Material Policy
Policy Number: LIB.2600.04
Policy Owner: Library Director
Responsible Office: NAU Library
Revision Date: 02/05/2026



1. Purpose and Scope

To ensure user-focused services, the NAU Library provides a facility for placing items on hold. This policy outlines guidelines for both library staff and patrons regarding the hold process. Patrons may request items that are currently checked out, and these items will be reserved for them once they are returned and checked in by the previous borrower.

2. Policy

Patrons may request specific library items to be placed on hold for pickup at the library. To place a hold or retrieve held items, patrons must present their NAU photo ID.

Library materials on hold can only be checked out by the patron who placed the hold or by an individual with written authorization from that patron. Electronic formats (such as cell phone images) are not accepted as proof of authorization.

Patrons can place holds on a maximum of five (5) items from the library's general circulation collection at a time. Items will remain on hold for seven (7) days, excluding weekends and holidays. If the items are not picked up within this period, they will be returned to the library shelves for general circulation.

3. Procedures

Patrons may request a library item to be placed on hold by either emailing naulibrary@na.edu, calling the library, or visiting during regular library hours. When making a request, patrons should provide the following details:

- **Item Information:** Title, author(s), year of publication, ISBN (if available)
- **Patron Information:** First name, last name, email, and NAU ID number

Library staff will process the request and place the item on hold. Items on hold cannot be renewed. Once the item is returned and checked in, it will be placed at the Reference Desk, clearly labeled with the patron's name.

Patrons will be notified via email when the item is ready for pickup. To claim and check out the held item, patrons must present their NAU photo ID.

4. Who Should Read This Policy

- Students
- Faculty
- Staff

5. History

- Revision Date: 12/20/2019
- Revision Date: 02/05/2026

6. Policy Approval

Revision Editor

02/05/2026

Date

Assoc. Dean for Inst. Effectiveness & Planning

02/05/2026

Date

Provost, VP for Academic Affairs

02/05/2026

Date

