

Policy Title: Holds for Library Material Policy

Policy Number: LIB. 2600.4

Policy Owner: Librarian

Responsible Office: NAU Library (NAUL)

Revision Date: 12/20/2019

1. Purpose and Scope

In order to provide user-centric services, NAU Library provides a facility to put library items on hold. Patrons may request items that are currently checked out from the library and such items will be held for them after they get checked-in by the borrower.

2. Policy

Patrons may request a specific item(s) to be placed on hold to be picked-up at the library. A person must use his/her student/employee ID card or a photo ID to place holds and retrieve held items.

Library materials that are on hold may be retrieved and checked out only by the patron who placed the hold or a person with written approval (electronic formats not accepted, i.e., cell phone images) from the patron with the holds.

Patrons can place hold on maximum five (5) items from the Library collection at a time. Items can be on hold for one week (7 days, not including weekends and holidays). If the patron does not retrieve the holds by them, the items will be placed back on the library shelf for circulation.

3. Procedures

To place an item on hold, patrons can email the Librarian, call the Library, or visit the Library during library hours and provide details about the item to be held (title, author/s, year of publication, ISBN etc.) and also about themselves (like first name, last name, student/employee ID#). Library staff will place a Hold on the items requested by patrons. Such items will not be renewed and when they get checked-in, they will be placed behind the counter and labeled clearly with the retriever's name. Library staff will inform the patrons through email when the item is ready for pick-up. Patrons can claim the item they have on hold and check them out using their student/employee ID card or a photo ID.

4. Who Should Read This Policy

- Students
- Faculty
- Staff

5. History

- Updated: 12/20/2019