

## Holds 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 Rochester Hills Public Library (RHPL).

---

### Regulations

1. Residents of Rochester, Rochester Hills and Oakland Township (“customers”) with a valid RHPL library card may reserve most library materials.
2. Holds may not be placed on bookmobile or mini-branch items.
3. Customers with an account balance of \$5 or more may not reserve materials.
4. Holds may be placed in person, by telephone or online.
5. Customers will be notified by the preferred method selected in their account.
6. The library will only notify customers of available holds once. Relay of the message to the appropriate person in the household is the responsibility of the customer.
7. Holds placed through the library automation system will be held for a minimum of days after notification.
8. If not claimed, the item will be held for the next person on the waiting list or will become part of the circulating collection.
9. Customers listed as authorized users, parents or legal guardians may pick up or cancel held material for another customer.
10. In compliance with state law<sup>1</sup> only authorized users, parents or legal guardians will be provided detailed information on any library account.

---

Approved November 13, 2006, Revised July 20, 2009  
Rochester Hills Public Library Board of Trustees

---

<sup>1</sup> MCL 397.603 *et seq.* Library Privacy Act.  
Rochester Hills Public Library Policies