

Holds Policy

Policy Statement

In order to provide access to library materials at all locations, eligible 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. Up to 20 holds may be placed on items assigned to the Main Library, but not on bookmobile or mini-branch items.
 2. Holds may be placed in person, by telephone or online.
 3. The library will notify customers of available holds through an email or text message (as their preferred method selected in the customer account). Relay of the message to the appropriate person in the household is the responsibility of the customer.
 4. Holds placed through the library automation system will be held for five (5) days after notification.
 5. If not claimed, the item will be held for the next person on the waiting list or will become part of the circulating collection.
 6. Customers listed as associated users, parents or legal guardians may pick up held material for another customer.
 7. In compliance with state law¹ only authorized users, parents or legal guardians will be provided detailed information on any library account.
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Approved: November 13, 2006, July 2009, September 14, 2020

Rochester Hills Public Library Board of Trustees

¹ MCL 397.603 *et seq.* Library Privacy Act.