

**OTTUMWA PUBLIC LIBRARY  
POLICY AND PROCEDURE**

**Name and Policy:                    HOLDS & RESERVES POLICY**

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**Purpose:**            A policy of holding library materials for patrons when either the materials are returned or pulling materials from the shelves when the patron cannot immediately get to the library.

**Procedure:**

1.     In order to place materials on hold patrons must have an Ottumwa Public Library card.
2.     Patrons may place holds in person, on the phone or through the library's website.
3.     A hold may be placed on items that are on the shelves, on items checked out to other patrons, or missing items.
4.     The patron with items on hold will be notified immediately upon those items being placed on the reserves/hold shelf. Notification will be either email or by phone depending on the preferences requested by the patron.
5.     The holds are good for 3 business days once they are on the shelf and will be either returned to the shelf or on to the next person on the hold list after those 3 days.
6.     The library's confidentiality policy applies to holds. The staff should not share hold titles or details with anyone other than the patron requesting them.

Date Created: September 12, 2011

By: Ottumwa Public Library Board of Trustees