

Topic: Collection Development and Management – Circulation

3.9 Reserves

Board Motion Number:	17.025
Date of Original Board Motion Number:	November 19, 2007
Date of Current Issue:	March 28, 2017
Date of Next Review:	2019
Attachments:	None

Signature of Board Chairperson (and Date):

Policies

The North Kawartha Public Library will implement an efficient procedure for reserving Library items to enable patrons to request items that are in circulation.

Procedures

1. Materials on hold will be taken off the shelf by staff and placed at the circulation desk with the name and telephone number of the patron requesting the reserve.
2. As items are checked in, those on reserve – this will be indicated on the computer – are put aside.
3. Patrons will be notified by telephone or email when material requested is available. The date that the notice was sent is recorded on the request form.
4. When there are multiple reserves on an item, the first person to initiate the hold is the one notified first.
5. Requested items which are not collected within three days are returned to the shelves, or if there is another reserve on the item, the next patron is contacted.
6. Reserve requests will not be taken for items that are on order.
7. The Circulation Desk Handbook (available at the circulation desk) will contain detailed procedures for reserving Library materials on the computer.