

 Hillsboro Area

 Public Library District

**Public Notice Circulation Policies**

**Renewal and Hold Policy**

**Scope of Policy:**

This policy covers placing holds on popular materials, holding periods, hold lists, and renewals on popular items with holds.

**Placing Holds**

If a patron requests a material that is already checked out to another person, staff are encouraged to ask the patron if they would like to put a hold on the material.

**Note:** This library allows patrons to put holds on popular materials, except when the book is first processed, in which it is then displayed with the new books and may be checked out on a first-come, first-served basis.

**Holding Period**

Staff may place materials on hold for a patron for 1-2 months so that the hold does not expire, as we cannot guarantee how soon the book or item will come back.

**Holding Lists**

When holds are “ready” and made available, it is mandatory that library staff give the hold to the next person waiting on the list, in the order in which the hold was placed.

(See below for exception).

**Hold Notification and Pick-Up**

Once a patron is notified that a hold is “ready” or “available for pick-up”, the patron has one week to pick up the material. Once the one week hold availability has ended and it has still not been picked up by that patron (for whatever reason), then the hold goes to the next person on the holding list or it will be re-shelved (if there are no further holds).

**Renewal of Materials with Holds**

If a patron requests to renew an item with a hold, the library catalog will inform staff that it is currently on hold for another patron. In that event, the staff should proceed with the following steps:

If there are multiple hold requests on an item currently in possession by another patron, then that patron is allowed one renewal (checkout for a total time of 1 month).

**Renewal of Materials *without* Holds**

Patrons can renew materials without holds up to 4 times (2 Months in total).

**Patron Privacy**

Staff are ***NOT***allowed under any circumstances to tell patrons 1) who currently has the material or 2) who is next in line on the holding list for the material, as this is in direct violation of the Illinois Records Confidentiality Act (75 ILCS 70/1) which treats all patron transactions as “confidential”.

If a patron asks about the hold list for a particular item, staff ***ARE*** allowed to tell them their place on the list and how many patrons are before them.

**FYI:**  This policy does not cover interlibrary loan materials as those policies are governed by Illinois Heartland Library System.

**Concerns**

If you have concerns about this policy please contact Director Shelley Kolb by calling (217) 532-3055 or email hillsborocitylibrary@gmail.com.

**Policy Evaluation**

The library board will be responsible for evaluating this policy every five years.

**Date:**  Proposed 9/15/2020, Amended and Board Approved: 10/20/2020.