



**Bucks County Free Library
Circulation Services
Holds**

Policy Statement

Bucks County District member libraries allow users to place holds on items that are owned by a member library but not currently available for checkout.

Regulations

Library users may place holds in person at the library, by phone if they can provide a library card number, or through their online account. Users who have overdue fines and fees of \$20.00 or more may not place holds.

Library users may have up to 15 items on hold at any given time.

When the material becomes available for pickup, the hold will show as available in the user's online account and library users that have opted in to email notifications will receive a notice. The material will be held for 7 days from the date of the email. Some Bucks County District member libraries offer courtesy phone calls to notify users when items on hold are available.

In order to check out an item on hold, the person checking out the item must use the library card used to place the hold. Cardholders may provide their card number and PIN to someone else to borrow materials on their account; however, staff may request identification or verification of account information if they believe the usage is unauthorized and cardholders are still responsible for any items checked out on their account even if checked out by another individual.

Library users who decide a hold is no longer needed are asked to cancel the hold online before it is available or by calling the library so the material can be made available to others.

Adopted by the Board of Directors January 20, 2009
Revised November 14, 2017
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