City of Virginia Beach

<u>Holds Policy</u>

Revised 4/2012

The Virginia Beach Public Library allows holds/reserves to be placed as a service to our customers. Customers may have 50 holds on their record at any one time. These holds may be requested via the catalog, over the telephone or in person.

Customers wishing to place their own holds via the on-line catalog must have a current, unblocked library card. (Blocks that would prohibit placing holds via the catalog include: fines (actual or estimated) over $10.00 and expired cards.) Customers with blocked or expired library cards must update and resolve any outstanding issues prior to placing holds on-line. Staff has the ability to, and should, place holds for customers with blocked or expired library cards over the telephone or in person. Staff must remind the customer that the blocks must be taken care of prior to checking out the reserved materials. Customers placing holds over the telephone without their library card number available must be able to verify information on the record, including, but not limited to, name, address, telephone number and email address.

Customer may choose an expiration date for their hold. If the hold is not filled by the expiration date, it will automatically be deleted from the customer's record.

Customers may choose to pick up their holds at any Virginia Beach Public Library. This choice is made at the time the hold is placed.

Customers receive notification of the availability of holds via email (preferred), via telephone or postal mail. Reserved materials (holds) are held for 8 days and will not be held beyond the pickup date printed on all notices. Holds not picked up or cancelled within the 8 day period are subject to a $1.00 non-pickup fee.

Customers must checkout hold materials on the library card which was used to place the hold.