

Changes to Library's Policy on Holds (Effective July 1, 2007)

FAQ's

What are the changes in the policy on library holds?

- A \$1.00 fee will be charged for each item placed on hold, but not picked it up or canceled by its expiration date.
- The limit on the number of active holds on a customer's account will be 10, instead of the previous limit of 15. This total includes both unfilled holds and holds waiting to be picked up.
- DVDs will be held for 7 days (instead of 5 days) like all other materials.

What is the reason for these changes?

The Library wants to get materials into the hands of its customers quickly. This change encourages people to pick up holds promptly and cancel holds that are no longer needed, so that other customers can check out those materials.

How can I avoid the \$1.00 fee for expired holds?

Pick up your requested items by the expiration date.

Will I be charged this fee if I cancel the hold?

No. If you cancel by the expiration date, there will be no fee.

Where do I find the "expiration date"?

The expiration date is listed in several different places.

- Paper notices - It is listed to the right of the title.
- Email notices - It is listed to right of the pickup location.
- Online account at www.cityofpaloalto.org/library - Under the "Fines and Messages" tab and under the "Holds" tab, it is listed in the far right column.

What is meant by "expiration date"?

The expiration date is the last day that you can pick up your hold. It will no longer be available for pickup after this date.

How do I know when my request has been filled?

You will get a notice, by email or by US Postal Service. This notice will tell you the location and the expiration date of your requested item. Please make sure we have your correct email and mail address.

What is the quickest way to find out if my hold has come in?

Email is the quickest way to receive a notice that your hold has come in. You can also see your available holds in your account online at www.cityofpaloalto.org/library.

How long will my items be held?

Items will be held for 7 days, not counting days that the Library is closed.

When does the 7 day hold period begin?

It begins on the day the item is placed on the hold shelf.

Can I cancel the hold once it has been put on the shelf and is waiting for me to pick it up?

Yes. You can cancel requests that you have made. You can also cancel holds that are being held on the shelf for you.

How can I cancel my holds and/or requests?

Log on to our website www.cityofpaloalto.org/library, click on **Review My Account**, and then go to **Hold Requests**. Check the box for each item you wish to cancel. Click on the **Cancel** box.

What if I don't have computer access?

Call the Library (650-329-2436, option 3) during open hours and ask for staff assistance.

What if I go out of town?

You can suspend all of your outstanding requests. However, you **cannot** suspend items that are already on the hold shelf.

How do I suspend my requests?

Log on to our website www.CityofPaloAlto.org/library, click on **Review My Account**, and then go to **Hold Requests**. Click the box next to each unfilled request that you wish to suspend. Click the **Change Status** box.

How do I know my requests have been suspended?

You will see the word “suspended” in the status column.

Will I lose my place in line when I suspend requests?

No, your request will continue to move up in line until you reach first place. It will stay there until the request is active again.

How many items may I request?

Ten (10). This includes items that are already on the hold shelf for you.

I have more than 10 items on my request list right now. What will happen?

None will be deleted. You just won't be able to add any new requests until the list has fewer than 10 items.

I'm at the library, picking up my holds, and there is one that I don't want. How do I cancel it?

Go ahead and check it out. Then drop it into the return slot. This guarantees that you won't be charged a fee.

What if I just drop it into the book return slot without checking it out?

Staff will put it back on the hold shelf for you, and if you don't cancel it, you will be charged the \$1 expiration fee.