

Policy Statement

In order to provide access to library materials at all locations, eligible patrons may place a hold on materials that are owned by the Rochester Hills Public Library (RHPL).

Regulations

1. Up to 20 holds may be placed at any one time on items assigned to the Main Library and community bookmobile, but not on items assigned to the early literacy bus or mini-branches.
 - a. Main library items may be requested for pickup at the drive-thru window, inside the library building, at the community bookmobile, at a mini-branch (for eligible patrons only), or through US Mail as part of the Books by Mail service (for eligible patrons only).
 - i. Mini-branch and Books by Mail eligibility is determined after an application process. Eligibility is contingent on residency in an independent living facility or the patron being physically unable to come to the library because of a disability, illness, or public health concern.
 - ii. Books by Mail service is limited to 10 or fewer items at a time (due to standard canvas packaging) and will be sent to a residence in the RHPL service area with prepaid return postage.
 - b. Community bookmobile items must be requested for pickup at the bookmobile.
2. Electronic title holds must conform to the individual platform lending rules.
3. The library will notify patrons of available holds through an email or text message (as their preferred method selected in the patron account). Relay of the message to the appropriate person in the household is the responsibility of the patron.
4. Holds placed through the library automation system will be held for five (5) days after notification.
5. If not claimed, the item will be held for the next person on the waiting list or will become part of the circulating collection.
6. Patrons listed as associated users, parents or legal guardians may pick up held material for another patron.
7. In compliance with state law¹ only authorized users, parents or legal guardians will be provided detailed information on any library account.

¹ MCL 397.603 *et seq.* Library Privacy Act.

Approved: October 11, 2021

Rochester Hills Public Library Board of Trustees