

Highline Community College Library Operational Policy and Procedures

Holds Policy

Purpose

The Highline Community College Library provides cardholders full access to the circulating collection. Library cardholders may request, via the library public access catalog, that any circulating items be held for them, whether the items are checked out to another patron or currently available. A valid Highline Identification or Public Borrower's card is required. In addition, patrons may request items to be held for them by visiting the Library, or by telephoning.

MAIN COLLECTION

Daily reports alert library staff to requests of items that are currently available in the library. Also, holds placed on items checked out to another patron will alert library staff upon check in of the item. After a patron is contacted regarding the item's availability, it will be placed on the Hold shelf at the Circulation Desk. The item will be held for pickup for 3 days from the date of notification.

MEDIA COLLECTION

Daily reports alert library staff to requests of items that are currently available in the library. Also, holds placed on items checked out to another patron will alert library staff upon check in of the item. After a patron is contacted regarding the item's availability, it will be placed on the Hold shelf at the Circulation Desk. The item will be held for pickup for 24 hours from the date of notification.

EXCEPTIONS

No hold requests may be placed on non-circulating items, such as Reference or Reserve materials.

Some related policies and procedures

- ID Card Policy

Procedure

1. Access the **Library Catalog** <http://library.highline.edu/>
2. Search for the item that you want to place on hold.
3. View the **Record Display** of the item.
4. Click the **Request Item** button on the right side of the screen.
5. If you have not previously logged in, the **Log In** screen displays. Enter your Highline ID or Public Borrower's card number and last name in the appropriate fields and then click the **Log in** button. Click on **Hold**.
6. Enter your Highline ID or Public Borrower's card number again.
7. Enter any comments that you want the Library Circulation staff to view in the Comment text box.
8. Enter the date after which you will not need the hold or recall in the Not Needed After text box.
9. Click the **Submit** button to submit your request.
10. Once you have placed a hold on an item, you can check its status by accessing **My Account**.

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