

RESERVES

POLICY QUESTIONS TO ADDRESS

1. Why does the library permit customers to reserve materials?
2. How does offering the opportunity to reserve library materials support the library's goals and objectives?

DEFINITION

What is a *reserve*?

REGULATIONS QUESTIONS TO ADDRESS

1. Who may reserve library materials? Are there any borrower types that are not eligible to reserve library materials?
2. May a library use reserve materials if she/he has outstanding fines, overdue materials etc? If not, may staff over-ride this restriction under certain circumstances?
3. Are there restrictions on which types of circulating materials may be reserved?
For example,
 - a. specific issues of circulating magazines?
 - b. uncataloged paperbacks?
 - c. new books or videos?
 - d. Ebooks?
4. May children reserve materials that are in the adult collection?
5. If a item is currently on the shelf at one library location, may a customer request that it be sent to another library location for pick up? If so, is this considered a reserve? If so, is there a charge for this service?
6. Is there a charge to place a reserve on an item? If so,
 - a. is the charge the same for all categories of library borrowers? Adults? Children? Seniors? Etc.?
 - b. is the charge the same for all types of library materials? Books? Videos? CDs? Etc.?
 - c. under what circumstances, if any, is the reserve fee waived?
 - d. is the fee due at the time the reserve is placed or when the item is picked up?
 - e. other?
7. May customers request that the reserved item be mailed to them when it is available? If so, is there a fee for this service?
8. Is there a limit to the number of items that a customer may have on reserve at any one time?
9. May items be placed on reserve via telephone? Via the online catalog?
10. May customers designate the

- a. location where she/he would like to pick up the requested material?
 - b. date after which she/he no longer needs the item?
 - c. date before which she/he does not wish to receive the item?
11. Will each reserve placed have an automatic cancellation date?
 12. May customers reserve items that are on-order but have not yet been received by the library?
 13. May a customer reserve multiple copies of the same title? If no, are there any exceptions to this regulation for teachers, book discussion group leaders etc?
 14. How are customers informed that the material they have reserved is able for pick-up? Is the customer's confidentiality maintained during the notification process?
 15. Under what circumstances, if any, may a customer pick up a reserve on behalf of another customer?

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