

**CIR-5 – Reserves**

**Effected:** May 17, 2023

**Supersedes:** Public Service Policy Manual, April 13, 2021

**Policy Statement** - As a part of its public service mission of meeting the educational, recreational and informational needs of its customers, Camden County Library System empowers customers with a valid library card to place unlimited reserves on titles owned by the Camden County Library System and Camden County College.

**Definition**

A reserve refers to a request or hold placed on a title owned by any branch of the Camden County Library System or Camden County College Library, by or for a person with a valid library card.

**Regulations**

1. Valid library card holders may place reserves.
  - 1.1 via the Camden County Library System's online public access catalog (OPAC).
  - 1.2 via the staff module with the assistance of a staff member during operating hours.
2. There is no charge for reserves and there is no limit on the number of reserves a customer may place.
3. Held items can be retrieved and checked out at the designated branch by the date indicated on the customer notice.
4. Reserves will be held for a minimum of 7 days before being cancelled.

5. Reserves may not be placed on:
  - 5.1 Periodicals
  - 5.2 Grab & Go items
  - 5.3 Museum Passes
  - 5.4 Portable Chargers
  - 5.5 Ukuleles
  - 5.6 Reference materials
6. Valid library cardholders with overdue restrictions or more than \$5.00 in outstanding charges may not place reserves.
7. Reserves may be placed on titles currently in the collection or forthcoming titles that have an order record.
8. A customer may place one reserve on any one title.
9. A customer may pick up a reserve for another customer if they have the requesting customer's library card.
10. A reserve may be cancelled at any time.