

**CIR-5 – Reserves**

**Effected:** April 13, 2021

**Supersedes:** Public Service Policy Manual, August 5, 1994

**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. When a staff member assists in placing reserves, a maximum of 5 reserves may be placed at one time.
2. Valid library card holders may place reserves
  - 2.1 via the Internet and Camden County Library System's online catalog. This service is available 24 hours per day.
  - 2.2 via Camden County Library System's in-house online catalog computers.
  - 2.3 via the Millennium Circulation staff module with the assistance of a staff member during operating hours.
3. There is no charge for reserves and there is no limit on the number of reserves a customer may place.
4. Held items must be picked up and checked out at the designated branch within 10 days of arrival at the branch and within 7 days of the date on the notice that was sent to the customer.
5. Reserves not picked up within 10 days will be cancelled.

6. Reserves may not be placed on:
  - 6.1 Current issues of magazines
  - 6.2 Grab & Go items
  - 6.3 Camden County College videos
  - 6.4 materials belonging to Collingswood, Gloucester City or Haddon Heights Libraries
7. Valid library cardholders with more than \$5.00 in outstanding charges may not place reserves.
8. Reserves placed via the online catalog remain in the system for 1 year or until the reserve has been filled, whichever comes first.
9. Reserves may be placed on titles that are on order and contain an Order Record.
10. A customer may place one reserve on any one title.
11. A customer may pickup a reserve for another customer if:
  - 11.1 the customer has the requesting customer's library card
  - 11.2 the customer has the notice that was sent to the requesting customer
12. A reserve may be cancelled at any time.