

## Item Paging/Holds

### Policy:

Library patrons that need items from the library collections can utilize the “Place a Hold” feature. Patrons can use this service to have items paged from the Leatherby Libraries collections to be held for them. Or, patrons may “Place a Hold” on items that are currently checked out.

Patrons are limited to how many “Place a Hold” requests can be active in the system at one time. Maximum active requests are determined by the assigned Patron Type.

### Procedures:

Library patrons may locate items in the online library catalog and use the “Place a Hold” feature to request an item. Patrons will be prompted to enter their name, University ID number, and library PIN to authenticate and complete the request. If you have not set a library PIN, follow the instructions on the login page to create one. If you forgot your PIN, use the “Forgot Your PIN?” link at the bottom of the login page to reset it.

### Chapman University Patrons

If the item is currently available, Circulation staff will receive the request and page the item from the library collection. Once the item has been retrieved, an email will be sent to the patron notifying them that the item will be held at the Circulation desk.

If the item is currently checked out, the hold request will trigger when the item is returned to the library. Circulation staff will set the item aside and send an email notifying the patron that the item will be held at the Circulation desk.

### University of Massachusetts Global and Rinker Campus Patrons

If the item is currently available, Circulation staff will receive the request and page the item from the library collection. Once the item has been retrieved, an email will be sent to the patron asking to verify the mailing address. After the mailing address is confirmed, the item will be packaged and shipped.

If the item is currently checked out, the hold request will trigger when the item is returned to the library. Circulation staff will set the item aside and send an email asking the patron to verify the mailing address. After the mailing address is confirmed, the item will be packaged and shipped.

Circulation staff will retrieve item requests several times throughout the day. Please note that items that currently display as “available” in the library catalog are not necessarily on the shelf. The following examples may occur:

- Item is in use by another patron prior to staff searching for the item. If this occurs, your hold request will initiate after the item is returned.
- If the item is not located, Circulation staff will continue to search for the item until it is either found or deemed missing/lost. Patrons will be notified if an item cannot be located.

Items from the following Limited Access collections are ineligible for the “Place a Hold” feature:

- Course Reserves
- Interlibrary Loan
- Journals

- Reference
- The Sala and Aron Samueli Holocaust Memorial Library
- The Center for American War Letters Archives
- The Frank Mt. Pleasant Library of Special Collections and Archives
- The Huell Howser Archives