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## Reservations Policy

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Title:	Reservations Policy
Author:	Library Manager
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### Policy overview

When an item is 'on Loan' or in 'processing' all library borrowers may reserve the item, if they wish to borrow it. The borrower will then be placed in a queue to borrow the item upon its return or when the item is finished being processed.

### Online students

If a student is only studying online units, are classified for library purposes 'online students'. AN Online student may reserve item/s that are 'Available' in order to request that the library item be posted to the student.

By reserving items that are 'available' library staff will post the items to the student's preferred address. If the student would prefer to collect item/s from the library the student must contact the library (via phone or email) before the reservation is made.

The report to process reservations for online students will only be generated during business hours (Monday-Friday, excluding public holidays or other scheduled closures).

Online students are still required to abide by the library conditions of use including; returning items to the library by the correct due date without damage or markings.

### Reserved item/s has arrived

When a reserved item is returned to the library, a notification will be sent to the library borrower and the library staff will lend the item to the associated account. The item/s will be held for 3 days for one week loans and 7 days for general loans (2 week loans).

The reserved item will be placed on the table behind the front desk, under the window.

- If a borrower has reached their loan limit or have overdue item/s, an email will notify the borrower that they will be required to return the necessary item/s before collecting the reserved item/s. The reserved item/s will be held in the office for 3 days.

If items have not been picked up within those above specified times, the reservation will be cancelled and the item will be returned into circulation.