

CHANGES TO LIBRARY HOLDS

Due to 2009 state budget cuts, some county-wide changes with regard to filling library holds have been implemented. Beginning February 1st, all holds requested **to be picked-up at the Northern Tier Library** will be filled by Northern Tier's copy of that particular item first.

Our copy will NOT be sent to another library until we have filled all pending requests at Northern Tier.

What if the Northern Tier item is checked out?

If an item is checked out, or if Northern Tier doesn't own a copy of a particular item, and there are other **available** items in the system, then the hold will be filled by other library holdings. The material will be sent to you to be

picked up at Northern Tier, as before.

What if I am on a long list for the latest James Patterson or other bestselling book or DVD?

If **all** of the copies in the county are currently checked out, then those patrons requesting their holds to be picked up at **Northern Tier** will wait for the next available **Northern Tier** copy of the popular book or DVD.



How will I know where I am on the hold list and how long I will have to wait?

We regret that this change will mean that you can no longer see your position in the request queue through My Account, but our goal



HOLDS take a new direction.

is to continue to provide faster service within the current budget restrictions.

Please understand that these changes were a **direct result of reduced State library funding.**

It is always our intent to provide the best customer service possible; the Allegheny County Library Association and its member libraries are working hard to restore funds that were lost in 2009.

You can help by adding *your* voice, please contact the Governor and your State legislators.