

Richmond Hill Public Library

Update to Hold Expirations - FAQs

Effective July 11, 2017, holds will expire 15 months from the date the hold request was placed. Also effective July 11, 2017, all holds older than 15 months will expire.

Q: Why do holds expire? / Why might my hold not be filled in 15 months?

A: Holds may not be filled within 15 months if:

- the library has an item on order that becomes unavailable;
- all copies of a title become lost or damaged;
- in rare cases, a very long waiting list for an item results in a hold expiring before the item becomes available.

Q: How long will it take to get my holds?

A: This depends on the availability of the item and/or the number of people ahead of you on the waiting list. If an item is available at another branch, it should take approximately a week to be transferred to your branch for pickup. If there is a long waiting list for an item, it will take longer. New items that are still *On Order* may take considerable time to arrive, as the library often places its orders in advance of publication.

Q: What do I do if I still want the item that my hold expired on?

A: You may place a hold on the item again if there is an available copy. If there is no availability across all library branches, staff may be able to assist you in placing an interlibrary loan. You may also suggest the title for purchase, either by speaking with a staff member at one of our branches, or submitting a suggestion to our Ask a Librarian mailbox at uasked@rhpl.ca.

Q: How will I know if any of my holds have expired?

A: Expired holds will stay on a customer's account for 6 months after they have expired so customers can request the title through interlibrary loan or place another hold if the item is still available. These hold titles can be viewed through [My Account](#). If you have any questions please ask staff.



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Update to Overdue Items / 'Assumed Lost' Status - FAQs

Effective July 11, 2017, all items that are eight weeks overdue will have their status changed to *Assumed Lost* and the customer will receive an appropriate bill on their account.

Q. I didn't have lost item bills on my account before. What changed?

A. We have changed our process to automatically apply lost item charges to customer accounts after an item has become overdue by more than eight weeks. Lost item charges will be removed once you bring back your borrowed materials. Applicable [overdue fines](#) will be applied for late returns. You will have already received a bill for replacement cost in the mail; this change in process just means the bill is put onto your account at the same time.

Q: What happens if I lose an item I borrowed?

A: You'll have to pay the purchase price of the item (as recorded in our system), related processing fees and applicable taxes. The overdue fine will be waived. The library doesn't accept a replacement copy or an item of equivalent value.

Q. What if I found the item that was lost and paid for? Can I get a refund?

A: If the lost item is found and returned, you will be eligible for reimbursement of the replacement fee (less the processing fee) as long as the following criteria are met:

- The item must be returned in good condition.
- It is within three months of the payment date. No refund will be permitted after three months.
- The original receipt for payment is provided. No refund will be permitted without the original receipt.