

# Giving Precedence to Local Holds a.k.a. “Local Holds Priority” Messaging

## General Message:

For the safety our communities we are introducing a new feature to prioritize local requests on materials and reduce the movement of items from library to library.

Your requests will be filled with a copy from your pickup library, unless another library's copy is available sooner. If your pickup location doesn't own a copy, your hold will be filled with another library's copy when it becomes available.

You may notice that your hold queue number is no longer available. This is because the number won't be accurate as there are more variables involved than the order of people waiting.

## For patrons who express concerns about missing hold queue number/status:

You're not alone in missing the status information about your holds! We are implementing this as a safety measure to reduce transmission as much as possible while still allowing libraries to serve their communities to the best of their ability. Your hold has been preserved, and you'll keep moving toward the front of the line.

Your request will be filled with a copy from your pickup library, unless another library's copy is available sooner. If your pickup location doesn't own a copy, your hold will be filled with another library's copy when it becomes available. You will receive a notice when the item is available for you to pick up.

## For patrons worried about getting materials before they are ready for them:

We recommend "freezing" holds on any titles you're not ready to receive. You'll keep moving toward the front of the line, but the hold won't be filled for you until you unfreeze the hold.