



To: Board of Library Trustees

From: Anthony Auston, Director

Date: Tuesday, August 15, 2023

Re: Policy Recommendation: Supplement to Library Cards and Accounts Policy:
4-14 Permission to Pick Up Resources

In an effort to deliver on our strategic plan outcome to enhance and simplify the library experience, staff has proposed a new policy to offer an opt-in service to better serve our patrons. The following policy is proposed as an entirely new supplement to Policy 4: Library Cards and Accounts:

[4-14 Permission to Pick Up Resources](#)

[Patrons may permit one or more designated persons to pick up resources on hold for them. When a designated person picks up a hold, the items will be checked out on the record of the designated patron.](#)

This policy responds to an increasingly frequent occurrence at our Circulation Desk, where a family member wishes to pick up a hold item for another family member but does not have that person's library card on hand.

Given the increased volume of holds in recent years, and the convenience of open holds shelving, this opt-in service would enable patrons to designate permission to persons authorized to checkout held resources for them. Patrons would simply complete a permission form to authorize the designated person(s) to pick up the held resources. Draft permission form is appended to this memo.



Hold Pickup Authorization Form

Patrons can authorize another registered cardholder to pick up their hold materials.

- This procedure does not authorize another person to check out items on your account.
 - This authorization allows select individuals the ability to pick up your hold items, which will be checked out on their library card.
 - If the individual you are authorizing would also like to authorize you to pick up their holds, they will need to fill out their own form authorizing you.
 - Once authorized, these permissions will remain in effect until you change them. If you wish to remove permission for an individual picking up your hold materials, you must notify the library.
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I authorize Wilmette Library to allow the individuals listed below to pick up holds for me.

Library Card: _____

Name: *(print)* _____

Signature: _____

Date: _____

The following individuals have my permission to pick up holds for me:

Name: _____ Library Card: _____

Name: _____ Library Card: _____