Certain library materials are placed on the 24-Hour Hold Shelf for patrons who cannot check out the items when they first come to the Service Desk. This is usually because the patron forgot his/her KU Card, the person may be in the middle of resolving an overdue or fines problem, or may need to run to class and want to return later.

**What can go on the 24-Hour Hold Shelf?**

Items that may be checked out for one week or longer *may* be placed on the 24-Hour Hold Shelf if they have **NOT yet been checked out**:

- Watson stacks items including monographs and bound journals
- Videos and DVD’s from the 4th floor (Watson Library Video Collection)
- Microforms from the Watson Microforms collections

**How to do it:**

- The blue 24-Hour Hold Shelf slip must be completed by each patron who requests this type of hold. The items will be held through the current day and the following day only.
- If someone needs an extra day or two (never more than 4-5 days), the blue slip must be initialed by a Circulation Supervisor with the date the items should be removed from the 24-Hour Hold Shelf.

**Please do not place the following items on the 24-Hour Hold Shelf:**

- Items already checked out to a patron
- Items from the Hold Shelf
- Reference items from Watson Reference or East Asian Reference
- Watson Reserve items
- Watson Periodicals including bound and unbound journals, newspapers, and microfilm reels
- KU Libraries Laptops
- Personal property of any kind

**Helping Users**

- Items may **not** be de-sensitized until they are actually checked out.
- If another person requests an item on the 24-Hour Hold Shelf, ask him/her to complete a KU Libraries User Request Form (green card). With the green card information, you will be able to 1) put the item On Hold for the 2nd person if the 1st person fails to return for the item, or 2) place a Recall for the 2nd person after the 1st person checks it out.
- In person borrowers take priority over Retrieve from Shelf (call slip) requests:
  - If you are checking an item from this shelf out to a borrower and a message pops up that there is a “call slip request,” override to proceed with checkout.
  - The circ system should only give the borrower a two-week due date since the item is in effect on recall for the person with the Retrieve from Shelf request.
- If your override to check out a “call slip request” item and the system allows more than a two-week due date, do this:
  - Make a photocopy of the title page and barcode/OCR number; attach note to photocopies indicating this is “call slip request” problem, and place it in the Fix-it Shelf.
  - Finish checking the item out to the borrower.