

## Library Service Reservations

### How reservations work

For 70p you can reserve an item for collection at a branch of your choice.

#### Reserving

1. Simply [click the reserve button against a title in the catalogue](#) and log in to your account to complete the transaction.
2. Please wait for confirmation by email or letter that your reservation is ready for collection as 'available' items might be borrowed before we can pick your item from the shelf. In that instance we will source the first available item in the county and inform you when it's ready for collection.

Typically reservations will be satisfied in a few days but can be up to three weeks. Popular items that have many reservations against them could take longer. Reservations placed on items showing 'on order' are subject to availability but in most cases new titles will be delivered close to date of publication.

3. Following confirmation reserved items will be kept in the branch waiting your collection for approximately two weeks after which they will be returned to shelf and your reservation cancelled so that others may borrow the item.

#### Last Useful Date

Last Useful Date is a column showing in your account against any live reservation. It's a date 12 months from when the reservation is placed.

This is an automatically generated system setting. It is a date by which the reservation will be automatically deleted from the account unless the customer notifies us the reservation is still required.

#### Cancelling Reservations

Please cancel reservations in your account pages if you no longer need them or by letting your library know.

If an item is particularly urgent please contact your local library and they will help you.

#### Access to Reservations

Access the online catalogue and your account at <http://prism.talis.com/worcestershire>