**Hold redelivery: Communication to Patrons**

**What is Hold Redelivery?**

Patrons have always been able to place a hold on a title if it’s not currently available to borrow. Starting in early March, when a hold becomes available, instead of automatically checking out the title, the patron will receive a notification and can either go into the app and borrow the title within 3 days, or choose to deliver the hold later while keeping their place in line. Learn more on the Resource Center: <https://resources.overdrive.com/library/apps-features/holds/>

**Sample social media posts for patrons:**

*These suggested social media posts are guidelines only to help you get started. Feel free to incorporate your own voice and make it personal for your library.*

#Booklovers, don’t you hate when the book you’ve been waiting for becomes available when you’re not ready for it? Problem solved! You can now choose to deliver your holds later in Libby and read when it’s most convenient for you.

Best 4 words ever? Your hold is ready! Be sure to complete the checkout process by borrowing the title within 3 days. Not ready to read it yet? Choose “deliver later” and pass it along to the next person without losing your place in line.

Don’t forget to complete the checkout process in Libby by going into the app and borrowing the title when your hold is ready. You have 3 days to borrow your title before it goes to the next happy reader in line.

Is your #TBR list getting out of control? Did you know that while you’re on the holds list for your next ebook, you can suspend it to read when you’re ready? Didn’t suspend it before it became available and need more time? No sweat! Just choose “deliver later” to pass it to the next person while keeping your place in line.

**Talking points for patron facing staff:**

This change will allow users to…

* Borrow a book when they’re ready, not a week or more before they’re ready to start reading.
* Finish the current book they’re reading without the pressure of the next book being there too soon.
* Wait times will improve because the holds queue will move more efficiently.
* Pay it forward to the next user in line by saying, "I’m not ready to read this one now. Your turn!"

**Newsletter Blurb**

Do you love reading? Do you love the Libby app? There have been some recent changes to Libby that will help make sure you’re able to read the books you want to read when you want to read them.

**What’s happening?** Instead of a title being automatically checked out to you when you may not be ready for it, you’ll now have a few choices.

You can:

1. Borrow it and start reading! You’ll have a 3-day pickup period to open the Libby app and check out your title.
2. If you’re not ready to start reading, you can choose “deliver later” and select a set time period when you’d like the book delivered to you. Once that time period is over, you’ll be next on the list.

**What if I forget to pick up my hold?** If you forget to borrow your available title during the pickup window, your hold will automatically be set to “deliver later” as a one-time courtesy or 7 days. After 7 days, your hold will be active again and you’ll receive another notification when the next copy is ready to borrow.

**How will I know when my book has become available**? Don’t worry! You’ll receive a notification from the Libby app.

**Why did this change?** This change was made to give you more control over what you read and when you read it, so you can get around to checking every book off your must-read list.

**Does this only impact the Libby app?** This change is being rolled out for all OverDrive ebooks & audiobooks whether borrowed in Libby, the OverDrive app, or from our website/catalog.

*You may want to download and share the video explaining hold redelivery at the bottom of your newsletter.* [*The video can be downloaded from the Resource Center*](https://resources.overdrive.com/library/apps-features/holds/)*.*