



The Rule of Tens

This rule was established by the Polk County Library Cooperative's Librarians Advisory Council and has been in effect since March 1, 2012.

The Rule of Tens was established for patrons to effectively manage Books by Mail requests.

Patrons are allowed a maximum of **10 items checked out** at any one time through BMail *and* a maximum of **10 items on hold** through BMail. You may have additional holds for pickup at any PCLC Library.

To manage your requests, log in to your library account at mypclc.org and ensure that no more than ten holds have Books by Mail as the selected Pickup Library.

If you have more than ten holds selected for Books by Mail delivery, there will be delays in receiving BMail shipments. Nightly, the PCLC Computer System suspends library requests on all accounts with Books by Mail holds in excess of ten. This suspension is random and may include items that are currently available for BMail Shipment. However, it will not affect holds designated for a PCLC Library pickup.

By staying within the "Rule of Tens," you will be able to receive your items in a timely manner.

If you have questions or need assistance please call the BMail staff at (863) 679-4441 & (866) 679-4441, or email bmail@mypclc.org or contact any PCLC Library.