

Hold

Picking up your personal holds

In order to pick up your own holds, you will need to do one of the following:

- Present your physical library card
- Present your ID so that we can verify your identity
- Completely and correctly answer a series of questions to confirm your identity

Picking up someone else's holds

In order to pick up someone else's holds, you must present that person's library card.

Picking up a minor's holds (Patrons under the age of 16)

In order to pick up a minor's holds, you will need to do one of the following:

- Present the minor's library card
- If an adult comes in to pick-up a minor's holds, without the minor present, the adult must be able to completely and correctly answer a series of questions to confirm the identity of the minor who the holds are for
- If only the minor is present, the minor must be able to completely and correctly answer a series of questions to confirm identity

We will always remind you that we prefer you to present your library card when checking out materials or picking up holds.

Replacing Your Library Card

Replacing Your Library Card

If a library card is lost or stolen, please report it to any La Crosse Public Library location immediately. A library cardholder is responsible for all materials, fines, and fees against their library card until its loss is reported to the La Crosse Public Library. To be issued a new card, you will need to either present a current valid ID with name or must be able to completely and correctly answer a series of questions to confirm identity.